Meridian 1

Automatic Call Distribution

Management commands and reports

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Introduction

Reference list

The following are the references in this section:

- *Automatic Call Distribution Feature Description (553-2671-110)*
- *X11 System Messages Guide (553-3001-411)*

Automatic Call Distribution (ACD) distributes incoming calls to agent positions in the same ACD queue.

The ACD Load Management system lets customers adjust the ACD configuration to respond to changing traffic loads. The supervisor's digit display and the printed ACD Management Reports provide insights into the load situation.

Document overview

This document describes the ACD load management commands that supervisors can use to tailor the system to meet changing needs.

This document also describes the optional Management Report package, listing available management reports and providing the inputs for requesting reports. The ACD Management Reports feature provides the ACD customer with timely and accurate statistics relevant to the ACD operation so the customer can monitor changing ACD traffic loads and implement corrective action when required.

Operational overview

Each ACD customer can designate one supervisor position as a Senior Supervisor equipped with a Teletypewriter (TTY) or Video Display Terminal (VDT) for Management Report functions or ACD Management functions.

With the TTY or VDT, the senior supervisor can do the following:

— reassign auto-terminating ACD trunk routes

— reassign ACD agent positions to other ACD Directory Numbers (DNs)

— redefine the ACD Night Forwarding number

— reassign an ACD agent position to another supervisor

— assign priority or nonpriority status to ACD trunks

— set the timers and routes for first and second Recorded Announcements (RAN)

— specify a Night RAN route

— set the Target answer time **T** used to calculate the Telephone Service Factor (TSF)

— define the target queues for Automatic Overflow

— define the Overflow thresholds

— define the Interflow digits

— allow 1200 agent positions per ACD DN on NT and XT machines

— query the existing values for any of the above

Other documentation

For a complete description of the ACD system and features, refer to the *Automatic Call Distribution Feature Description (553-2671-110).* For overlay and system message information, including error codes, refer to *X11 System Messages Guide (553-3001-411).*

Accessing the command mode

Before issuing load management or report commands, the senior supervisor must enter command mode by following these steps.

1 Type $L from the senior supervisor's display.

The system responds with a prompt (>) indicating that it is ready to receive further commands.

2 Enter new data on the same line as the prompt, and press the carriage return key.

3 To query existing values, enter an ACD Management command.

4 Input new data if desired, or press the carriage return if no change is necessary.

If there are any changes in a line, all data must be retyped.

5 To exit the ACD Management command mode, use the **$ L**.

With the proper VDT or TTY equipment, *any* supervisor can enter the ACD Management command mode to view existing parameters. The system prints the values but does not display the prompt or allow further input.

Management reporting commands

If the ACD has the ACD Management Reports feature, any current report display aborts when the $L command is entered.

After the senior supervisor inputs a management reporting command, the system prints the current parameters associated with the command, followed by a double dash to indicate that the system is ready for input.

Selecting print options

The Select Print (SPRT) command lets the senior supervisor specify which management reports to print. The format for this command is as follows:

SPRT vwxy VWXY

where:

v, w, x, and y are the reports to be printed:

1 for the Agent Group Report

2 for the Queue Report

3 for the Trunk Routes Report

4 for the Agent Position Report

Scheduling periodic reports

The Select Schedule (SSCH) command lets the senior supervisor define a schedule for periodic Management Reports. (LD 23 also permits report scheduling.) The format for the command is as follows:

SSCH sd sm ed em SD SM ED EM
sh eh s SH EH S
d d d d d d d d D D D D D D D

where:

sd = the starting day (1–31)
ed = the ending day (1–31)
sm = the starting month (1–12)
em = the ending month (1–12)
sh = the starting hour (0–23)
eh = the ending hour (0–23)
s = the schedule code

0 No reports are printed.
1 Reports are printed hourly on the hour.
2 Reports are printed every hour on the half-hour.
3 Reports are printed every half-hour.
4 Report 3 is printed every quarter-hour. No other reports are printed.
5 Report 3 is printed every quarter-hour. Other reports can be printed hourly on the hour.
6 Report 3 is printed every quarter-hour. Other reports can be printed hourly on the half-hour.
7 Report 3 is printed every quarter-hour. Other reports can be printed every half-hour.

d = Days of the week when reports are to be printed:

1 = Sunday
2 = Monday
3 = Tuesday
4 = Wednesday
5 = Thursday
6 = Friday
7 = Saturday

Report Control

The ACD Report Control feature allows every ACD DN or control DN (CDN) to control report generation, including reports generated on the Meridian 1 (ACD-C) or by an auxiliary processor (ACD-D or ACD-MAX). Report Control only works with Meridian Mail SP8.

This feature eliminates the Virtual Agent Compatibility feature, introduced in X11 Release 12, which did not allow the messages to be sent to ACD-D or ACD-MAX systems for virtual ACD DNs. The following three applications use Virtual Agent ACD groups:

— Integrated Voice Messaging System (IVMS)

— Data Services

— Meridian Mail

During conversion to X11 Release 17 from any earlier Release, set RPRT to NO for the above ACD DNs. Virtual agent reporting is unavailable on ACD-D or ACD-MAX before X11 Release 4.

This option includes Package C reports, ACD-D reports, and ACD-MAX. For a complete discussion of ACD-D and ACD-MAX reporting, see the associated documents listed earlier in this section.

An example: Reports 1, 2, 4, and Daily Totals show 10 ACD DNs. If two ACD DNs have RPRT = NO, then the total ACD DNs in Reports 1, 2, 4, and Daily Total shows 8 ACD DNs instead of 10 ACD DNs.

Operating parameters

When making the decision to turn reporting on or off, take into account the interactions among ACD DNs and CDNs through call redirection and load management. *Do not switch the reporting control on and off, as toggling between options generates inaccurate report information.* If you need to change the report status, change the option at the end of a reporting period.

Management command conventions

— With DN Expansion (DNXP) equipped, ACD DNs can be up to seven digits.

— ACD Position ID (POS ID) identifies an agent position.

— Access code (ACOD) and member number (MEM) identify trunk number routes.

— Queues are identified by ACD DN.

— When a CDN is specified for any of the management commands, the system outputs "** CDN **".

Enhanced ACD Routing (EAR)

Enhanced ACD Routing (EAR) lets the system treat different calls differently, as described in *Automatic Call Distribution Feature Description (553-2671-110).*

A Control DN (CDN) is a special Directory Number not associated with any physical telephone or equipment that specifies a destination ACD DN to which incoming calls are directed. Multiple CDNs can place calls into the same ACD queue. The parameters of the CDN, not those of the ACD queue, determine call treatment.

The following ACD Management commands are used for CDN default operation:

— FRRT First RAN route

— FRTT First RAN route time

— SRRT Second RAN route

— SRTO Second RAN route time option

The following commands are supported for a CDN:

— SRTA Select Route and Trunk Assignment. This is used to assign the terminating ACD DN for an auto-terminating ACD trunk. A CDN can be used as a valid auto-terminating ACD DN.

— IFDN Interflow DN assignment. A CDN can be used as a valid Interflow DN of an ACD DN, but the CDN itself cannot have an Interflow DN.

— NITE Night Forwarding number assignment. A CDN can be used as a valid Night Call Forward DN of an ACD DN, but the CDN itself cannot have a Night Call Forward DN.

— DTOT Daily Totals. This presents a Daily Totals Report for CDNs based on a schedule block and not on a per CDN or ACD DN basis.

— STOT System Totals. This presents a System Totals Report for CDNs based on a schedule block and not on a per CDN or ACD DN basis.

A new set of commands are added to support the CDNs on the system. A new print command is Print CDN Parameters and Options (PCPO). The new parameters for the PCPO command are listed below and are covered more thoroughly in the PCPO section.

— DFDN Local default ACD DN for the CDN

— CEIL Call ceiling value for the CDN

When the senior supervisor enters the above commands for a CDN, the system appends the term "** CDN **" to the command to tag the entry as a CDN.

For example,

FRRT 8976

appears as

FRRT 8976 ** CDN **

Customer Controlled Routing (CCR)

Customer Controlled Routing (CCR) enables the customer to customize the treatment and routing of incoming calls through a user-friendly interface. Under normal circumstances, calls arriving at a CDN in the controlled mode have their handling determined by a customer-defined script executed by the CCRM application, rather than being handled by the X11 software. Refer to the documents listed at the beginning of this section for further information.

The following ACD Management commands are supported if CCR is equipped and the CCRM application is controlling the CDN:

— TLDA Calls Waiting threshold (CWTH)

— TLDB Busy threshold (BYTH)

— TLDC Overflow threshold (OVTH)

— TSFT Telephone Service Factor (This allows the supervisor to change the threshold for calculating the TSF for the CDN.)

— CNTL Set Controlled mode

CCR Management Reporting

The CCR feature affects customers with Management Reporting capabilities:

Report 1: Agent Group Report In the ACD-DN report for Report 1, the fields CALLS ANSWD and ASA are affected by the CCR feature only if the CCR calls are answered in the ACD queues, and the queues are responsible only for the time the calls spent in the queues.

Report 2: Queue Report Calls placed in more than one ACD queue to await an available agent are pegged against the ACD DN in which the call is answered. The wait time includes the time the call waited in the reporting ACD DN, not the accumulated time spent in all queues. For a CDN in Report 2, only three fields are used: CALLS ACCEPT, BUSY, and DEFAULT DN.

Reports for ACD DNs — Multiple-queued calls do not affect the ACD queues' statistics *unless* the calls were answered in the queues. The two fields added to the Queue Report for CCR are ROUTE TO and DISC.

Reports for CDNs — All fields described for CDNs apply to CCR.

Ongoing Status Display If the EAR feature has been implemented, CDNs are not included in the Ongoing Status Display. All calls coming into the CDN route to the default ACD DN immediately. If the CCR feature is used, the Ongoing Status Display reports both ACD DNs and CDNs for the customer. CDNs have values in the TSF, ASA, and # CALLS IN QUEUE fields. All other fields contain asterisks indicating they do not apply to the CDN.

Agent ID option

This feature provides the ACD customer with the option of operating in either an Agent ID mode or a Position ID mode. If the Agent ID option is selected, ACD agents must enter a four-digit Agent ID code (range 0001 to 9999) before access is allowed to ACD features. This is part of the ACD telephone login procedure that must be performed before access to ACD features is allowed. Statistical performance data continues to be accumulated on a Position ID basis. However, the Agent ID code of the agent who used the particular agent position is reflected in the management reports.

ACD set login

An agent's or supervisor's telephone cannot receive any ACD calls until an agent logs in to that telephone by pressing the In Calls key on the telephone. The system ignores the key if no headset or handset is connected.

— If the Agent-ID option is not defined, the LED associated with the NOT-READY key LED illuminates and the telephone digit display shows the ACD DN and supervisor position. The telephone is accumulating time and the agent can access all ACD features.

— A special dial tone appears if the Agent-ID option is defined. The agent must key in the four-digit Agent-ID code on the telephone dial pad. The system validates the digits and returns one of the following tones:

- Overflow tone if the code is not input before normal digit timeout, or the code is invalid or out of range.
- Busy tone if another individual is already logged in with the same Agent-ID code.

A valid code gives the agent access to ACD features.

Note: The configuration record specifies the maximum number of agents who can be logged in to the system at any one time (prompt MAGT in LD 17). An agent who exceeds this threshold by trying to login will receive an overflow tone.

500/2500 telephone login protocols

Since the 500/2500 telephones do not have key lamps, the agent logs in and joins the idle agent queue by going off hook and entering the SPRE code plus 97. The agent can also login by entering the SPRE code plus 97 and the four-digit Agent ID number, and then by going off hook. To logout, the agent reenters the SPRE code plus 97, and goes on hook.

A special logged-in tone lets the agent know when the telephone is in the agent queue. Before logging in and after logging out the agent hears the normal dial tone.

The login and logout commands clear the Not Ready mode. If the agent is not logged in, the Not Ready mode cannot be activated.

Data Agent login

Data Agents can press the Make Set Busy (MSB) key to login after ascertaining that the Data Shift key is lit on the Add-on Data Module (ADM) associated with that agent position. The correct Class of Service (COS) must be defined for this feature in LD 11.

ACD telephone logout

Before logging out, the agent should check to see if any calls are active or on hold (see "Walkaway/Return" on page 21).

Removing the headset/handset from a telephone that is currently logged in to the ACD operation terminates access for agents who have the option of using headset/handset removals or activating the Make Set Busy key. Agents who do not have this option can log out using the Make Set Busy key, unless this key is unavailable. Pressing Make Set Busy causes immediate logout unless there is an active call on the In Call key, in which case logout occurs when the call is disconnected.

After an agent logs out,

— The agent position is removed from the ACD agent queue.

— Beginning with X11 Release 19 for ACD packages C and D, systems with a display show a "LOGGED OUT" message if the Make Set Busy key has been deactivated.

— All timing for that position stops.

Data Agent logout

Data Agents can press the Make Set Busy (MSB) key to logout after ascertaining that the Data Shift key is lit on the Add-on Data Module (ADM) associated with that agent position. The correct Class of Service (COS) must be defined for this feature in LD 11.

Walkaway/Return

An agent who is logged in can briefly leave the position, then return and resume normal operation without logging in again. (If the agent disconnects by merely unplugging the headset or handset from the telephone, the Walkway/Return feature is not activated.)

Removing the headset/handset under any condition other than those listed here logs out the agent. These are the Walkaway procedures:

— **Direct Call-Processing (DCP) phase (In Calls LED lit)** During this operation, the agent is connected with a caller. Before removing the headset/handset, the agent presses the Hold key, causing the In Calls LED to flash at 120 ipm and initiating Walkaway.

— **Post Call-Processing (PCP) phase (NOT READY LED lit)** During this operation, the agent and the caller are disconnected. When the agent presses the Hold key, the Not Ready LED flashes at 120 ipm. Removal of the headset/handset initiates Walkaway.

— **Non-ACD call-handling phase (DN LED lit)** A non-ACD call is connected to the agent position. The agent presses the Hold key to keep the call connection, and the DN LED flashes at 120 ipm, permitting Walkaway.

Timing continues during Walkaway, accumulating in the category that was active before Walkaway.

If the supervisor has corresponding agent keys, they flash 120 ipm for Walkaway.

— No lamp for MSB

— Steady lamp for Busy on In-Calls

— Slow flash for waiting for a call

— Fast flash for DN calls

Note: If the incoming caller disconnects from an on hold In Calls or DN key, the telephone reverts automatically to the Not Ready state and the Not Ready LED flashes. The timing for the prior state stops, and PCP timing starts.

When an agent or supervisor returns to an agent position that is in the Walkaway mode and plugs the headset/handset into the telephone, the normal operation of ACD features resumes.

Agents using DN keys

Activating any DN key lights the associated LED indicator lamp and gives a dial tone. An incoming call to that DN causes the LED indicator to flash and the agent telephone to ring. This assumes that any and all agents on a queue basis are permitted to use DN keys, or the agent is already logged in. If the agent is not permitted to use DN keys when not logged in, the LED for incoming DN calls flashes. However, the agent is not able to answer the calls until logged in to the queue.

Alternate Call Answer

The Alternate Call Answer feature allows the customer to choose, on a per queue basis, if ACD calls should be blocked for an agent set with an IDN call on hold. For complete information, see *Automatic Call Distribution Feature Description (553-2671-110).*

In Report 1, if an agent answers an ACD call while an IDN call is on hold, the time for the ACD call shows as AVG DCP instead of AVG TIME.

In Report 4, if an agent answers an ACD call while an IDN call is on hold, the time for the ACD call shows as AVG DCP instead of INC TIME or OUT TIME.

Load management commands

Reference list

The following are the references in this section:

- *Automatic Call Distribution Feature Description (553-2671-110)*

This section describes the commands that a senior supervisor can execute to manage and manipulate system traffic. Refer to "Accessing the command mode" on page 11 for information on using the command system.

Set Controlled mode (CNTL)

The CNTL command operates only if CCR is equipped. The CNTL command determines if the selected CDN is in controlled mode. The CDN operates in the controlled mode when the value is ON.

The command format is as follows:

CNTL CDN -- <Existing mode > -- MODE

Legend:

CDN = The Directory Number of the CDN

MODE = ON for controlled mode and OFF for default mode

An error is output on the supervisor's terminal when a non-CDN is specified for the CDN field or a mode key word other than ON or OFF is given.

Note: For EAR, the CNTL option is always OFF; this restricts the CDN to using default treatment for EAR only.

Set Default ACD DN (DFDN)

The DFDN command sets the Default ACD DN for a CDN to operate in the default mode. This DN is the primary target for CDN calls receiving default treatment. This ACD DN must be local. The ACD DN defined for data service access cannot be used as a default ACD DN.

The command format is as follows:

DFDN CDN -- <Existing DFDN > -- ACD DN

Legend:

DFDN CDN	=	Set the default ACD DN for this CDN
<Existing DFDN>	=	Output by the system, the current DFDN
ACD DN	=	The new default ACD DN to be entered

Query current options (POPT)

The command POPT enables supervisors and the senior supervisor to determine the current options in effect for each ACD DN. For each ACD DN specified, the following information is given:

FRRT = First RAN Route Number
FRTT = First RAN Route Time
SRRT = Second RAN Route Number
SRTO = Second RAN Route Time
MURT = Music Route
FORC = Whether or not Call Forcing is in effect
FCFT = Flexible Call Force timer
OBTN = Whether or not Observation Tone is given to an agent when being observed by a supervisor
SPCP = Whether or not the Separate Post Call-Processing option is in effect
NRRT = Night RAN Route
NITE = Night Forwarding Number if defined

The format for this command is as follows:

POPT xxxx xxxx xxxx

Legend:

xxxx = an ACD DN up to seven digits. "ALL" can be entered here to see the options applicable to *all* ACD DNs in the customer's operation.

Query current parameters (PPAR)

The command PPAR enables the senior supervisor or supervisors to query the current parameters associated with each ACD DN. For each ACD DN specified, the following information is given:

MAXP	=	Maximum number of Positions assigned
TSFT	=	Telephone Service Factor Time, in seconds
TLDA	=	Calls Waiting Threshold
TLDB	=	Busy Threshold
TLDC	=	Overflow Threshold
TLDD	=	Time Overflow Threshold
SQ01	=	First Overflow Target queue
SQ02	=	Second Overflow Target queue
SQ03	=	Third Overflow Target queue
IFDN	=	Interflow number

The format for this command is as follows:

PPAR xxxx xxxx xxxx

Legend:

xxxx	=	an ACD DN up to seven digits. "ALL" can be input to see the values in effect for all ACD DNs in the customer's operation.

Select Route and Trunk Assignment (SRTA)

The Select Route and Trunk Assignment (SRTA) command assigns the terminating ACD DN for an auto-terminating ACD trunk. A CDN can be used as a valid auto-terminating ACD DN.

Changing the terminating ACD DN for a trunk affects only those calls that seize the trunk after the ACD DN is changed. The input format for this command is as follows:

SRTA RAC MEM xxxx XXXX

Legend:

RAC	=	Route Access Code (up to seven digits with DNXP)
MEM	=	Trunk Member number (1–126)
xxxx	=	current ACD DN/CDN where the trunk is assigned
XXXX	=	new ACD DN/CDN (up to seven digits with DNXP)

Select trunk Priority Assignment (SPRI)

The senior supervisor can assign individual ACD trunks to priority or nonpriority status with the following command:

SPRI RAC MEM x X

Legend:

RAC	=	Trunk Route Access Code
MEM	=	Trunk Route Member number (1–126)
x	=	Current priority assignment (0 or 1)
X	=	New priority assignment (0 or 1)

Note: 0 equals no priority; 1 equals priority.

Select Agent Position Assignment (SAPA)

The Select Agent Position Assignment (SAPA) command changes an individual agent's ACD DN queue assignment. The agent must enter the Make Set Busy (MSB) mode before the new assignment becomes effective.

The transfer will not occur (an error message is output) if there is no room in the ACD position list at the time of execution.

More than one SAPA command can be outstanding at any one time, but only the final command is effective.

The format for this command is as follows:

SAPA XXXX yyyy YYYY

Legend:

XXXX = Applicable Agent Position-ID

yyyy = The ACD DN to which the position is currently assigned

YYYY = The new ACD DN assignment

Note 1: Supervisors within the ACD Package D environment must not confuse Virtual Agent position functions with Actual Agent position operations. Please refer to the ACD-D documents for details.

Note 2: With ACD Package D the agent does not have to be in MSB mode to be assigned to another queue as the agent does for ACD Package C. If the ACD Package D agent has a ringing call coming from the Time Overflow (TOF) queue while being moved, that ringing call is returned to the front of the TOF queue where it originated.

Note 3: When Report Control is active, it is possible that agent moves will not be reported for one or another queue. Refer to *Automatic Call Distribution Feature Description (553-2671-110)* for a complete discussion.

Select Agent to Supervisor Assignment (SATS)

The Select Agent to Supervisor Assignment command (SATS) allows the senior supervisor to reassign an agent position from the Agent key on one supervisor position to an Agent key on another supervisor position. Agent keys are assigned through the LD 11. This command cannot operate on CDN queues.

The format for this command is as follows:

SATS XXXX yyyy zz YYYY ZZ

Legend:

XXXX	=	Position ID for the agent to be reassigned
yyyy	=	The supervisor Position ID where the agent position is currently assigned
zz	=	The Agent key on the supervisor's telephone where the agent position is currently assigned
YYYY	=	The new supervisor Position ID (see Note 1)
ZZ	=	The Agent key on the new supervisor's telephone

Note 1: Specifying **X** for the new supervisor Position ID removes the agent from the current supervisor without assigning a new supervisor.

Note 2: A supervisor who lacks telephone Agent keys must press a carriage return instead of a key number when using SATS to assign an agent to a supervisor.

First RAN Route Assignment (FRRT)

The First RAN Route Assignment (FRRT) command specifies (for each ACD DN) the trunk route access code for the first Recorded Announcement (RAN). If a CDN is the command target, "**CDN**" appears on the command line. For example, if 8976 is a CDN, "FRRT 8976 **CDN**" appears.

The format for this command is as follows:

FRRT XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN/CDN up to seven digits with DNXP. If EAR is equipped, then XXXX can be a CDN.

yyyy = Current first RAN route access code

YYYY = New first RAN route access code of up to four digits

Note: Specifying **X** for the new RAN route access code removes the first RAN feature from the ACD DN.

First RAN Route Time (FRTT)

The First RAN Route Time (FRTT) indicates how many seconds an incoming ACD call can remain unanswered before receiving first RAN. If a CDN is specified as the command target, the command outputs "**CDN**" on the command line. For example, if 8976 is a CDN, "FRTT 8976 **CDN**" appears.

The format for this command is as follows:

FRTT XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN/CDN (up to seven digits with DNXP). If EAR is equipped, then XXXX can be a CDN.

yyyy = Current first RAN time

YYYY = New first RAN time in seconds (0–2044)

Second RAN Route Assignment (SRRT)

The Second RAN Route Assignment (SRRT) command specifies the trunk route access code for the second RAN for each ACD DN. If the target of the command is a CDN, the output "**CDN**" appears on the command line. For example, if 8976 is a CDN, "SRRT 8976 **CDN**" appears.

The format for this command is as follows:

SRRT XXXX yyyy YYYY

Legend

:

XXXX = Applicable ACD DN/CDN up to seven digits with DNXP. If EAR is equipped, then XXXX can be a CDN.

yyyy = Current second RAN route access code

YYYY = New second RAN route access code (see Note)

Note: Specifying **X** for the second RAN route access code removes the second RAN feature from the ACD DN.

Second RAN Route Time Option (SRTO)

The Second RAN Route Time Option (SRTO) command indicates how many seconds should elapse between first and second RAN. If the command target is a CDN, the output "**CDN**" appears on the command line. For example, if 8976 is a CDN, "SRTO 8976 **CDN**" appears.

The command format is as follows:

SRTO XXXX yyyy YYYY

Legend:

XXXX	=	Applicable ACD DN/CDN up to seven digits with DNXP. If EAR is equipped, then XXXX can be a CDN.
yyyy	=	Current Second RAN time
YYYY	=	New second RAN time in seconds (0–2044)

Night RAN Route Assignment (NRRT)

The Night RAN Route Assignment (NRRT) command specifies the trunk route access code for the night RAN.

The format for this command is as follows:

NRRT XXXX yyyy YYYY

Legend:

XXXX	=	Applicable ACD DN up to seven digits
yyyy	=	Current night RAN access code
YYYY	=	New night RAN access code up to four digits (see Note)

Note: Specifying **X** for the Night RAN access code disables Night Forwarding for the ACD DN.

Night Forwarding number assignment (NITE)

The NITE command designates a forwarding number, up to 23 digits, to use when the ACD is in Night Service or when all ACD telephones are in the Make Set Busy mode. A CDN cannot have Night Service; it defaults to the default ACD DN.

The command format is as follows:

NITE XXXX yyy ... y YYY ... Y

Legend:

XXXX	=	Applicable ACD DN (up to seven digits with DNXP)
yyy ... y	=	Current Night Forward number
YYY ... Y	=	The new Night Forward number up to 23 digits including the asterisk (*) to indicate dialing pause where required

If EAR is equipped, use the following:

XXXX	=	Applicable ACD DN; it *cannot* be a CDN
yyy...y	=	It can be a CDN
YYY...Y	=	It can be a CDN

Note 1: Specifying **X** for the Night Forward number disables Night Forwarding for the ACD DN.

Note 2: The ASA field is upgraded when the next report is updated. The ASA field is not updated when the ACD queue goes into night service or during the 30-second display of ongoing status.

Automatic Overflow Target DN (SQ01, SQ02, SQ03)

The following commands define or change up to three target ACD DNs for the Automatic Overflow feature. The formats of the commands are as follows:

SQ01 WWWW xxxx XXXX

SQ02 WWWW yyyy YYYY

SQ03 WWWW zzzz ZZZZ

Legend:

WWWW	=	ACD DN for the Source queue up to seven digits
xxxx	=	Current first Target ACD DN
XXXX	=	New first Target ACD DN
yyyy	=	Current second Target ACD DN
YYYY	=	New second Target ACD DN
zzzz	=	Current third Target ACD DN
ZZZZ	=	New third Target ACD DN

Note: Specifying **X** for a new target ACD DN deletes it, replacing it with the next choice, if applicable. For instance, if **X** is specified for the target ACD DN for SQ02, the target ACD DN specified for SQ03 becomes the SQ02 target ACD DN.

Automatic Overflow thresholds (TLDA, TLDB, TLDC)

The TLDA, TLDB, and TLDC commands allow adjustments to Calls Waiting (CWTH), Busy (BYTH), and Overflow (OVTH) thresholds, respectively.

— Specifying **X** as the new threshold for TLDA reduces the threshold to 1, thus the Calls Waiting lamp lights when any call is waiting.

— Specifying **X** as the new threshold for TLDB reduces the threshold to 0, preventing acceptance of any calls overflowed from another ACD DN.

— Specifying **X** as the new threshold for TLDC increases the threshold to its maximum value (2047) and prevents any calls from overflowing out of the ACD DN.

— If CCR is equipped and the CDN is in the controlled mode, the CDN is also supported by the TLDA, TLDB, and TLDC commands.

The Overflow threshold command formats are as follows:

TLDA XXXX yyyy YYYY

TLDB XXXX yyyy YYYY

TLDC XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN (up to seven digits with DNXP)

yyyy = Current threshold value

YYYY = New threshold value (0–2047)

Time Overflow threshold (TLDD)

The TLDD command allows the supervisor to set, change, or clear the Time Overflow Timer (TOFT, introduced in X11 Release 10) for an ACD DN.

The Time Overflow threshold command format is as follows:

TLDD XXXX NONE YYYY (the TOFT value can be 10–1800 seconds before X11 Release 18 or 2–1800 seconds with X11 Release 18 and later)

TLDD XXXX yyyy YYYY (change TOFT value)

TLDD XXXX YYYY X (delete TOFT value)

Legend:

XXXX = ACD DN
NONE = TOFT is undefined; calls do not overflow for this DN
yyyy = Current threshold timer
YYYY = New threshold timer

After the Time Overflow Timer (TOFT) has been defined, the target ACD DNs of this ACD DN can answer ACD DN calls. If one of the target ACD DNs is already answering the maximum six source queues, an error message appears showing the affected target ACD DN (ACD103). The supervisor must remove the affected target ACD DN from one of the source ACD DNs before defining the TLDD value.

Setting the Interflow DN (IFDN)

This command indicates, for each ACD DN, the destination DN for ACD calls when the Interflow feature is active. The command format is as follows:

IFDN XXXX yyy ... y YYY ... Y

Legend:

XXXX	=	Applicable ACD DN, up to seven digits if DNXP
yyy ... y	=	Current Interflow DN/ACD can be any Interflow DN
YYY ... Y	=	New Interflow DN up to 23 digits including the asterisk (*) to indicate a dialing pause (see Note)

If equipped with EAR, use the following:

XXXX	=	Applicable ACD DN; it *cannot* be a CDN
yyyy and YYYY	=	Can be a CDN

Note: Specifying **X** for the new Interflow DN disables the Interflow feature for the ACD DN even though an Interflow key might be assigned to a supervisor position.

Telephone Service Factor time (TSF)

This command sets or changes the value of **T** (in seconds) for the Telephone Service Factor (TSF). The command format is as follows:

TSFT XXXX yyy YYY

Legend:

XXXX	=	Applicable ACD DN up to four digits (seven if DN expansion is equipped)
yyy	=	Current value of **T**
YYY	=	New value of **T** in seconds (1–510)

Set Agent Priority (SAGP)

The Priority Agent feature allows ACD agents to handle calls based on system-defined priorities for each ACD DN or ACD DN group. The Priority Agents package (116) must be implemented.

The SAGP command allows the manager to set and change an agent's priority to receive calls based on the Agent's Position ID (POS-ID).

If the Agent's POS-ID is not defined, an error code appears. The command format is as follows:

SAGP ZZZZ pp PP

Legend:

ZZZZ = POS-ID

pp = Old Priority set

PP = New Priority set

Note: The range for Agent Priorities is 1–48 for NT, XT, or System options 51, 51C, 61, 61C, or 71, 81, and 81C, and 1–32 for all other machine types.

List Agent Position Assignment (LAPA)

This command changes the ACD DN for up to 10 agents at a time. The format to assign the ACD DNs is as follows:

LAPA XXXX yyyy yyyy yyyy. . . yyyy

Legend:

XXXX = ACD DN; up to seven digits if DNXP

yyyy = agent position ID (limited to 10)

Note: The LAPA and LAGP commands can only be executed with the ACD-D package.

List Agent Priority (LAGP)

The Priority Agent feature allows ACD Agents to handle calls based on system-defined priorities by an individual ACD DN or a group of ACD DNs. The Priority Agents package (package 116) must be implemented.

The LAGP (List Agent Priority) command defines Priority Agent Groups, allowing up to 10 agents in the same Priority Agent Group.

The LAGP command sets and changes a Priority Agent Group's priority and member list based on Position ID (POS-ID). The command format to change a priority or group list is as follows:

LAGP pp XXXX XXXX XXXX . . . XXXX

Legend:

pp = Priority for the Group

XXXX = Agent POS-IDs for group members (up to 10)

Note 1: The range for Agent Priorities is 1–48 for NT, XT, 51, 51C, 61, 61C, 71, 81, or 81C machine types, and 1–32 for all other machine types.

Note 2: The LAPA and LAGP commands can only be executed with the ACD-D package.

Enable Call Force (FORC)

Call Force automatically connects a call with an idle agent and determines the time delay (default is 2 seconds) between call disconnection and placement in the idle agent queue. (See "Enable Flexible Call Force (FCFT)" on page 41.) ACD Package B must be installed and implemented.

The FORC command enables or disables the Call Force feature. To enable the Call Force feature, enter the following:

FORC XXXXXXX no YES

Legend:

XXXXXXX	=	The applicable ACD DN (up to seven digits)
no	=	Output by the system meaning Call Force is currently disabled
YES	=	Input by the user to indicate enable Call Force

Note: If a carriage return is entered, the feature remains disabled.

To disable the Call Force feature, enter the following:

FORC XXXXXXX yes NO

Legend:

XXXXXXX	=	The applicable ACD DN (up to seven digits)
yes	=	Output by the system indicating Call Force is enabled
NO	=	Input by the user to disable Call Force

Note: If a carriage return is entered, the feature remains enabled.

Enable Flexible Call Force (FCFT)

Beginning with X11 Release 16, Flexible Call Force allows a time delay 0–30 seconds. (See "Enable Call Force (FORC)" on page 40.) ACD Package B must be enabled to implement the FCFT command.

The FCFT command is as follows:

FCFT XXXXXXX nn NN

Legend:

XXXXXX X	=	The applicable ACD DN (up to seven digits)
nn	=	Output by the system indicating the current delay time
NN	=	Input by the user to enter a new delay time

Note: If a carriage return is entered, the current time does not change.

Print CDN Parameters and Options (PCPO)

The PCPO command prints parameters and options for the configured CDNs using this command:

PCPO CDN CDN . . . .CDN
or
PCPO ALL

Legend:

CDN = The CDN Directory Number to be displayed
ALL = All CDN Directory Numbers in the system

The format for this printout from the PCPO command is shown in Table 1.

Table 1
PCPO printout format

CDN	CNTL	DFDN	CEIL	FRRT	FRTT	SRRT	SRTO	MURT	TLDA	TLDB	TLDC	TSFT
8976	YES	8900	20	3	10	6	16	15	1	0	2047	20

The following are the definitions and sizes of the fields:

CDN = CDN Directory Number, up to seven digits
CNTL = CDN in Controlled or Default mode (Yes = Controlled mode, No = default mode)
DFDN = Default ACD DN (must be a local ACD DN), up to seven digits
CEIL = Call ceiling value, up to four digits
FRRT = First RAN route, up to four digits
FRTT = First RAN route time, up to four digits
SRRT = Second RAN route, up to four digits
SRTO = Second RAN route Time option, up to four digits
MURT = Music route, up to four digits
TLDA = Calls Waiting threshold, up to four digits
TLDB = Busy threshold, up to four digits
TLDC = Overflow threshold, up to four digits
TSFT = Telephone Service Factor, up to four digits

Set the Call Ceiling (CEIL)

The CEIL command sets the CDN call ceiling value.

The command format is as follows:

CEIL CDN -- <Existing Ceiling value> -- CV

Legend:

CEIL CDN	=	Set the ceiling value for this CDN
<Existing Ceiling value>	=	Output by the system, current call ceiling
CV	=	The new ceiling value to be entered (0–2047)

Display Routing Tables (DSPL)

Use the DSPL command with Enhanced Overflow to review queue Routing Tables.

The command format is as follows:

DSPL (ACD DN)

displays all queue Routing Tables in the ACD system, including the following information:

ACD DN	ACD DN indicated by the DSPL command
Table	Day or Night Enhanced Overflow Table (Table D or N)
Entry	Entry number, from 1 to 20
Target ID	Overflow DN
Timer	Threshold value (in seconds) of this entry
Status	Queue status, active or inactive (blank)
Registered	Success of last queue request, OK or blank

Management reporting

Reference list

The following are the references in this section:

- *Automatic Call Distribution Feature Description (553-2671-110)*

ACD supervisors and senior supervisors can use the optional Management Reporting package to receive four management reports that describe agent, queue, and trunk activity. This section of the document describes those reports, their fields, and other management reporting options available to supervisors.

Obtaining supervisor reports

An ACD supervisor can view statistical data using a terminal or teletypewriter from an ACD supervisor position. The terminal must be EIA RS-232-C compatible and support the standard ASCII character set. The ACD supervisor display reflects the status of ACD queues and is updated every 30 or 60 seconds (specified through a service change). The supervisor can query schedules and printing options in addition to viewing the ACD information.

One senior supervisor position per customer has the ability to define and change report printing schedules and options. The periodic report schedules and options can also be defined through service change LD 23.

Periodic management reports can be scheduled for regular output on the hour, on the half hour, or less frequently. As of X11 Release 3, report 3 is updated every 15 minutes. The four periodic management reports (REPT) contain statistics accumulated since the previous printing.

The four reports are as follows:

— REPT 1 Agent Group Report

— REPT 2 Queue Report (CDN)

— REPT 3 Trunk Routes Report (RAN)

— REPT 4 Agent Position Report

Before issuing report commands, see "Accessing the command mode" on page 11.

Report Control

Report control, available beginning with X11 Release 18, allows every ACD DN or CDN to customize report generation. The decision to generate reports occurs at the system level, where the report option is set to ON or OFF. The following features apply to report control.

Control Directory Numbers Control Directory Numbers (CDNs) are special DNs to be used with the Enhanced ACD Routing (EAR) feature. ACD Report Control applies to CDNs and ACD DNs. Reporting on CDNs is not available on ACD-D or ACD-MAX until X11 Release 4.

Enhanced Overflow Both the source and the target DNs must have the option turned on for accurate reports. For example, the source ACD DN has the option turned off and the target ACD DN has the option turned on. When a call overflows by count and is answered by the target DN, that call is pegged for the target DN but not for the source DN. For accurate reports, source and target ACD DNs should both be on. To use Enhanced Overflow with ACD-MAX, NACD is required on MAX. It is not possible to use enhanced ACD with ACD-D.

Network ACD When calling across a network, both the local and remote ACD DNs must have the option turned on for reports to be balanced.

Overflow by count The source and target DNs must have the option turned on for accurate reports. For example, the source ACD DN has the option turned off and the target ACD DN has the option turned on. When an overflowed call is answered by the target DN, that call is pegged as answered for the target DN but not for the source DN, resulting in an inaccurate report.

Report commands If the Daily Total report (DTOT) command or System Total report (STOT) commands are issued for a queue that has the option disabled, reports are not generated for these queues.

Time Overflow Both the source and the target DNs must have the option turned on for accurate reports. For example, the source ACD DN has the option turned off and the target ACD DN has the option turned on. When a Time Overflowed (TOF) call is answered by the target DN, that call is pegged as answered for the target DN but not for the source DN.

The Report Control feature affects the following reports:

— **Report 1 (ACD DN report)** When RPRT is yes for the specified ACD DN, this report is printed.

— **Report 2 (ACD queue report)** When RPRT is yes for the specified ACD queue, this report is printed. For CDN reporting, RPRT is yes for CDNs.

— **Report 3 (trunk report)** This report is not affected by the RPRT option. RPRT for CDN produces RAN reports for CDNs.

— **Report 4 (Agent report)** When RPRT is yes for the specified ACD DN, any Agent activity, while belonging to this ACD DN, is printed.

— **Daily Total report** The RPRT option must be yes at the end of the reporting period for a report to be printed. If RPRT is set to yes for part of the reporting period but is turned to no for the rest of it, a report is not printed. If the option is set to no for part of the period, then turned to yes at the end of the reporting period, a report for the full day is printed.

— **Ongoing Status** If RPRT is set to no, ongoing status reports are not printed.

— **Short report** The short report is affected by the RPRT option. Several conditions are possible for the report to print or not to print. For example, Agent 1 is logged on to ACD DN 5512, then moves to ACD DN 5579. The report feature does not follow the agent, but is controlled by the DN. Table 2 shows a report example:

Table 2
Report Control Settings

ACD DN 5512 report control set to:	ACD DN 5579 report control set to:	Report printed for agent
YES	YES	YES
YES	NO	YES
NO	YES	YES
NO	NO	NO

Warning messages

Each printed periodic report (Figures 3 through 9) contains a heading (ACD customer number, date, time) and warning messages (if any), followed by the reports that have been specified. One or more of the following warning messages may appear after the report heading:

SCHED CHG (Schedule Change) This message prints if the periodic reporting schedule has been changed (by the senior supervisor or by service change) since the last reporting period.

INIT (Initialize) This message prints if an initialization has occurred since the last reporting period. The periodic reports do not print because initialization erases all data. The accumulation areas are cleared to ensure accurate statistics for the next reporting period.

PER GT HR (Period Greater Than One Hour) This message prints if the time since the last reporting period exceeds one hour. For example, if the reporting schedule is set from 0800 to 1600 daily, the 0800 report carries this warning message. This message indicates that data in some of the reported fields may be misleading. For example, the Average Agents Available (AVG AGTS) field is calculated assuming a maximum interval of 60 minutes. Similarly, other fields that involve the elapsed time may have overflowed and are reported inaccurately. Three fields are affected as follows:

— **AVG BUSY (Average Busy)** The average time an agent position is busy on a call.

— **AVG MANNED (Average Manned)** The average time an agent position is in Not Ready (NRD) state.

— **INC CCS (Incoming Centi Call Seconds)** The number of CCS (Centi Call Seconds) used. See Report 3, Trunk Routes.

Note: If the calculation of a field requires division and the resulting number is greater than five digits, four asterisks (****) print instead. This also occurs when the calculation requires division by zero. Fields that are not applicable for that category have dots in the line entry.

Report data

This section includes sample management reports. These reports are examples only. Your actual reports will contain different data.

Tables 10 through 17 provide a description of the data contained in each field of the Agent Group Report (REPT 1), Queue Report (REPT 2), Trunk Route Report (REPT 3), and Agent Position Report (REPT 4), as shown in Figures 3 through 9.

Data shown in the Calls Accepted field is based on the following:

— If a call is night forwarded, it is counted in the interflow field for the source ACD DN in the queue report.

— If the night forwarded number is an ACD DN, then calls accepted, answered, and abandoned, among other things, are reflected in the count for the terminating ACD DN. The call is *not* counted as call accepted against the source ACD DN.

— If a call is not night forwarded (whether or not night RAN is given), it counts as a call accepted or answered, among other things, against the source ACD DN. It will not count under the interflow field in this case.

— If the Time Overflow (TOF) feature is used, the calls accepted value includes answered time overflow calls from another queue. Calls to this ACD DN that another queue answers (by time overflow) are not counted.

IVR queues are reported separately in Reports 1, 2, 4, and the Daily Totals Report. The IVR reports do not balance as other reports do.

Fields that are not applicable for a category have dots in the line entry.

If a report is wider than 80 columns, it truncates on an 80-character printer. Reports wrap around on printers that can autowrap.

The following tables show what typical reports look like. These show averages. A Total option shows totals instead of averages.

Table 3
Periodic management report format (X11 Release 9)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8901	0	7	****	4	16	20	73	0	****	138	646
8902	0	4	1	27	0	27	134	0	****	110	646
8903	0	1	14	2	398	400	246	0	****	400	646
3		12	4	11	42	54	107	0	****	216	646

REPT 2

ACD DN	CALLS ACCPTD	RECALL TO SRCE	ANSWRED LONGEST WT. TIME	ABNDONED No	ABNDONED AVG. WT	TSF	OVER FLOW	INTER FLOW	DELAY ANN 1ST	DELAY ANN 2ND	THRESHOLDS CWTH	THRESHOLDS BVTH	THRESHOLDS OVTH
8901	3	3	0	0	****	100	0	0	0	0	2	2	4
8902	4	0	2	0	****	100	0	0	0	0	2	2	4
8903	14	0	14	6	13	100	3	0	5	1	3	2	4
3	21	3	16	6	13	100	3	0	5	1	7	6	12

REPT 3

ROUTE CODE	NO. OF TRUNKS ASSN	NO. OF TRUNKS WORK	NO. OF TRUNKS HPR	INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED BEF-T	ABANDONED AFT-T	ANSWERED BEF-T	ANSWERED AFT-T
DID-721	2	1	0	2654	0	0	0	2	0	0	3
TIE-728	1	1	2	123	2	2	1	0	2	3	2
2	3	2	2	2777	2	2	1	2	2	3	5

REPT 4

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901											
30	7	4	16	73	0	0	0	0	138	646	4545
ACD DN 8902											
19	4	27	0	134	0	0	0	0	110	646	2222
ACD DN 8903											
44	1	2	398	246	0	0	0	0	400	646	1313

Table 4
Periodic management report format (X11 Release 10)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8901	0	7	****	4	16	20	73	0	****	138	646
8902	0	4	1	27	0	27	134	0	****	110	646
8903	0	1	14	2	398	400	246	0	****	400	646
3		12	4	11	42	54	107	0	****	216	646

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABNDONED No	ABNDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY ANN 1ST	DELAY ANN 2ND
8901	3	3	0	0	****	100	7	0	0	0	0	0
8902	4	0	2	0	****	100	0	0	0	0	0	0
8903	14	0	14	6	13	100	0	7	3	0	5	1
3	21	3	16	6	13	100	7	7	3	0	5	1

REPT 3

ROUTE CODE	NO. OF TRUNKS ASSN	NO. OF TRUNKS WORK	NO. OF TRUNKS HPR	INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED BEF-T	ABANDONED AFT-T	ANSWERED BEF-T	ANSWERED AFT-T
DID-721	2	1	0	2654	0	0	0	2	0	0	3
TIE-728	1	1	2	123	2	2	1	0	2	3	2
2	3	2	2	2777	2	2	1	2	2	3	5

REPT 4

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901											
32	7	4	16	73	0	0	0	0	138	646	4545
ACD DN 8902											
20	4	27	0	134	0	0	0	0	110	646	2222
ACD DN 8903											
45	1	2	398	246	0	0	0	0	400	646	1313

Table 5
Periodic management report format (X11 Release 12) (Part 1 of 2)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER		AVG TIME POSN	
										IDN	ACD	BUSY	MANNED
8901	0	7	****	4	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	398	400	246	0	****	12	16	400	646
3		12	4	11	42	54	107	0	****	1278	248	216	646

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABNDONED		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY ANN	
				No	AVG. WT						1ST	2ND
8901	3	3	0	0	****	100	7	0	0	0	0	0
8902	4	0	2	0	****	100	0	0	0	0	0	0
8903	14	0	14	6	13	100	0	7	3	0	5	1
3	21	3	16	6	13	100	7	7	3	0	5	1

REPT 3

ROUTE CODE	NO. OF TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY		
						BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5
2	1	2	2777	2	2	2	2	304	20	5	0	0
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10	.....				1	3	3
TIE-733	20	0	30	2	28	.....				0	0	0

Table 5
Periodic management report format (X11 Release 12) (Part 2 of 2)

2		36	0	90	6	39	.....	.....	.....	.....	1	0	0
REPT 4													
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	# XFER ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901													
32	7	4	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902													
20	4	27	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 8903													
45	1	2	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	42	107	0	0	0	0	1278	248	11	32	

Table 6
Periodic management report format (X11 Release 16) (Part 1 of 2)

REPT 1		ACD 001					1899 02 01						
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	# XFER ACD	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8901	0	7	****	4	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	398	400	246	0	****	12	16	400	646
3		12	4	11	42	54	107	0	****	1278	248	216	646

REPT 2												
ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABNDONED No	ABNDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW /BUSY	DELAY ANN 1ST	DELAY ANN 2ND
8901	3	3	0	0	****	100	7	0	0	20I	0	0
8902	4	0	2	0	****	100	0	0	0	10B	0	0
8903	14	0	14	6	13	100	0	7	3	55I	5	1
3	21	3	16	6	13	100	7	7	3	75I 10B	6	1

Table 6
Periodic management report format (X11 Release 16) (Part 2 of 2)

REPT 3

ROUTE CODE	NO. OF TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY		
	WORK	HPR				BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5
2	1	2	2777	2	2	2	2	304	20	5	0	0
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10	.....				1	3	3
TIE-733	20	0	30	2	28	.....				0	0	0

REPT 4

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	# XFER ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901													
32	7	4	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902													
20	4	27	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03													
45	1	2	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	42	107	0	0	0	0	1278	248	11	32	

Table 7
Periodic management reports (X11 Release 16) (call treatment changed in report period) (Part 1 of 2)

REPT 1 ACD 001 1899 02 01

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	# XFER ACD	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8901	0	7	****	4	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	398	400	246	0	****	12	16	400	646
3		12	4	11	42	54	107	0	****	1278	248	216	646

Table 7
Periodic management reports (X11 Release 16) (call treatment changed in report period) (Part 2 of 2)

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED No	ABANDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY	DELAY ANN 1ST	DELAY ANN 2ND
8901	3	3	0	0	****	100	7	0	0	20I	0	0
8902	4	0	2	0	****	100	0	0	0	15I 10B	0	0
8902	14	0	14	6	13	100	0	7	3	55I	5	1
3	21	3	16	6	13	100	7	7	3	90I 10B	6	1

REPT 3

ROUTE CODE	NO. OF TRK WORK	NO. OF TRK HPR	INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T	ABANDONED AFT-T	ANSWERED BEF-T	ANSWERED AFT-T	ALL TRK BUSY PEG	ALL TRK BUSY TOTAL	ALL TRK BUSY LONG
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5
2	1	2	2777	2	2	2	2	304	20	5	0	0
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10	.....				1	3	3
TIE-733	20	0	30	2	28	.....				0	0	0
2	36	0	90	6	38	.....	.....	.....	.....	1	0	0

REPT 4

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	# XFER ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901													
32	7	4	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902													
20	4	27	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03													
45	1	2	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	42	107	0	0	0	0	1278	248	11	32	

Table 8
Periodic management report format (X11 Release 17) (Part 1 of 2)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER		AVG TIME POSN	
										IDN	ACD	BUSY	MANNED
8900	2	11	14	47	171	218	37	4	16	1	1	1252	1455
8900	1	12	3	42	17	59	89	1	11	0	1	726	1800
6788	1	3	20	29	0	29	436	0	****	0	0	86	1394
8989	0	0	****	****	****	****	****	0	****	0	0	*****	*****
4	4	26	11	43	80	123	107	5	15	1	2	829	1526

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
				No	AVG. WT					
8900	17	0	48	3	26	64	0	3	5	3B
8900	14	4	9	1	14	100	3	0	0	2I
6788	3	0	30	0	****	33	0	0	1	0
8989	0	0	0	0	****	0	0	0	0	0
4	34	4	48	4	23	76	3	3	6	2I 3B

CDN	CALLS ACCPTED	CALLS ANSWERED			ABANDONED		TSF	ROUTE BY	DISC	BUSY	DFLT DN
		NO	ASA	LONG WT	NO	AVG T					
6800	7	0	****	0	0	*****	0	0	0	0	7
6801	15	6	27	30	2	10	25	7	0	0	0
6802	3	0	****	0	0	****	25	7	0	0	0
3	25	6	27	30	2	10	0	0	0	3	0

REPT 3

ROUTE CODE	NO - OF - TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY		
	WORK	HPR				BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG
TIE-721	240	0	448	472	0	8	7	325	23	0	0	0
CO-711	48	0	1051	1244	0	9	0	959	17	0	0	0
2	288	0	1499	1716	0	17	7	1284	40	0	0	0

Table 8
Periodic management report format (X11 Release 17) (Part 2 of 2)

INTERFLOW ROUTES

TIE-720	119	0	441	472	213	.....	.....			6	202	68
1	119	0	441	472	213	.....	.....			6	3	1

RAN ROUTES

RAN-789	3	...	22	2	.....	.....	.....	.....	.....	...	.....	.....
RAN-792	2	...	1	0	.....	.....	.....	.....	.....	...	.....	.....
2	5	...	23	2	.....	.....	.....	.....	.....	...	.....	.....

REPT 4

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	XFER IDN	XFER ACD	BUSY TIME	MANNED TIME	AGTID Q / P
ACD DN 8900													
4330 01	7	57	162	30	2	54	0	0	0	0	1588	1800	9999
6805 01	4	30	187	48	2	34	0	8	1	1	916	1110	7777
ACD DN 8800													
4335 04	12	42	18	90	1	14	-	9	-	1	827	19--	8888
ACD DN 6788													
6810 01	3	29	0	436	0	0	0	0	0	0	86	1394	6666
ACD DN 8989													
4	26	43	80	107	5	2	0	0	1	2	55	102	

Table 9
Periodic management report format (X11 Release 18) (Part 1 of 2)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER		AVG TIME POSN	
										IDN	ACD	BUSY	MANNED
8800	2	11	14	47	171	218	37	4	16	1	1	1252	1145
8900	1	12	3	42	17	59	89	1	11	0	1	726	1800
6788	1	3	20	29	0	29	436	0	****	0	0	86	1394
8989	0	0	****	****	****	****	****	0	****	0	0	****	****
4		26	11	43	80	123	107	5	15	1	2	829	1526

IVR DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER		AVG TIME POSN	
										IDN	ACD	BUSY	MANNED
8888	1	3	5	50	0	50	16	0	0	0	1	80	100
1	1	3	5	50	0	50	16	0	0	0	1	80	100

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO.	ABANDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8800	17	0	48	3	26	64	0	3	5	3B
8900	14	4	9	1	14	100	3	0	0	2
6788	3	0	30	0	****	33	0	0	1	0
8989	0	0	0	0	****	0	0	0	0	0
4	34	4	48	4	23	76	3	3	6	2 3B

CDN	CALLS ACCPTED	CALLS ANSWERED NO	CALLS ANSWERED ASA	CALLS ANSWERED LONG WT	ABANDONED NO.	ABANDONED AVG. WT	TSF	ROUTE TO	DISC	BUSY	DFLT DN
6800	7	0	****	0	0	****	0	0	0	0	7
6801	15	6	27	30	2	10	25	7	0	0	0
6802	3	0	****	0	0	****	0	0	0	3	0
3	25	6	27	30	2	10	25	7	0	3	7

IVR DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO.	ABANDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8888	5	0	10	0	****	100	0	0	0	0
8887	2	0	2	1	30	50	0	0	0	0
2	7	0	10	1	30	75	0	0	0	0

Table 9
Periodic management report format (X11 Release 18) (Part 2 of 2)

REPT 3

ROUTE CODE	NO - OF - TRK		INC CALLS	INC CCS	OUT CALLS	ABANDONED		ANSWERED		ALL TRK BUSY		
	WORK	HPR				BEF-T	AFT-T	BEF-T	AFT-T	PEG	TOTAL	LONG
TIE-721	240	0	448	472	0	8	7	325	23	0	0	0
CO-711	48	0	1051	1244	0	9	0	959	17	0	0	0
2	288	0	1499	1716	0	17	7	1284	40	0	0	0
INTERFLOW ROUTES												
TIE-720	119	0		441	472		213	.....		6	202	68
1	119	0		441	472		213	.....		6	3	1
RAN ROUTES												
RAN-789	3	...	22	2	.....	.....	.....	.....	.....	...	.....	.....
RAN-792	2	...	1	0	.....	.....	.....	.....	.....	...	.....	.....
2	5	...	23	2	.....	.....	.....	.....	.....	...	.....	.....

REPT 4

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8900											
4330 01	7	57	162	30	2	54	0	0	1588	1800	9999
6805 01	4	30	187	48	2	34	0	8	916	1110	7777
ACD DN 8800											
4335 04	12	42	17	89	1	14	0	8	726	1800	8888
ACD DN 6788											
6810 01	3	29	0	436	0	0	0	0	86	1394	6666
ACD DN 8989											
4	26	43	80	107	5	2	0	0	55	102	

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID
IVR DN 8888											
25	10	7	16	73	0	0	0	0	155	601	4444
1	10	7	16	73	0	0	1	0	155	601	1

Report 1: Agent Group Report

Beginning with X11 Release 18, the IVR queue statistics are separated from the regular queue statistics and appended to Report 1.

Report 1 reflects the activity of the ports used for IVR.

— The CALLS ANSWD field increments when an IVR port answers a call that was queued to its ACD-DN by way of the ITR for IVR command. The ASA field reflects only the time the call was queued to this ACD-DN, not the total duration of the call.

— The # XFER field increments when a call is queued to the IVR queue in Not CCR-Handled mode, and the IVR port transfers or conferences the call. The # XFER field increments when the transfer or conference is complete.

Table 10
Report 1: Agent Group Report field descriptions (Part 1 of 4)

Field title	Description
ACD DN (4 to 7 digits)	**Identification** The ACD DN (up to seven digits) is given to identify the queue.
IVR DN	**Identification** The IVR DN (up to seven digits) provides IVR treatment to incoming calls. See *Automatic Call Distribution Feature Description (553-2671-110).*
AVG AGTS (4 digits)	**Average Agents Available** The sum of all the Position Manned times for this queue, divided by the length of the reporting interval (e.g., 1800 or 3600 seconds). This statistic is meaningless in reporting periods that last longer than 1 hour, such as the first report of the day. It is meaningless because the manned time may exceed the length of the reporting interval, thus indicating more agents than the actual number of agents.
CALLS ANSWD (5 digits)	**Incoming Calls Answered** The number of ACD calls answered by an ACD agent position within the ACD DN (see Note 1).
ASA (4 digits)	**Average Speed of Answer** This is the sum of all waiting times for all calls coming into the ACD queue (and answered), divided by the number of incoming calls answered, including Enhanced Overflow Calls from other queues, but not including Timed Overflow In Calls from another queue nor Network ACD calls that are answered by a remote target agent. Even though Enhanced Overflow Calls are TOF In Calls, they will be included in the ASA calculation of the target queue in order to account for the time the call waited in the target's queue. (TOF In Calls are calls answered by an agent of this queue because the call had been put in the TOF queue of another source DN and an agent of the other source DN.) The ASA value is changed because TOF In Calls represent calls that are answered but *not* accepted by this ACD DN—which is the target queue of a TOF queue (see Note 3).
AVG DCP (4 digits)	**Average Direct Call-Processing (DCP) Time** Average time (in seconds) that each agent spent handling ACD calls. Handling time is the time from initial answer of the call to final release of the call (see AVG HDCP). Average DCP time is the sum of all handling times, divided by the number of incoming calls answered by the group.

Table 10
Report 1: Agent Group Report field descriptions (Part 2 of 4)

Field title	Description
AVG HDCP (4 digits)	**Average Held Direct Call Processing Time** (optional field) Average time (in seconds) that each agent spent with an ACD call placed on Hold. Handling time is measured from the time the agent puts the ACD call on Hold to the time the agent becomes active on the call again or the caller abandons the call. Average HDCP time is the sum of all ACD call hold times divided by the number of ACD calls answered by the group. When HDCP appears, AVG DCP time does not include the HDCP time; AVG DCP time is the time that the agents are active on the call, excluding holding time of ACD calls.
TOTAL HDCP (5 digits)	**Total Held Direct Call Processing Time** (optional field) Total time in seconds spent with an ACD call on hold. The hold time is measured from the time that the agent puts the ACD call on Hold until the agent becomes active again on the ACD call or it is released by the caller. Total HDCP is the sum of all times that this agent position had ACD calls on Hold. When this field is displayed, TOTAL DCP time only reflects the time that the agent position was active on the ACD calls. If no calls are answered at this agent position, a zero is output for totals.
AVG PCP (4 digits)	**Average Post/Pre Call-Processing (PCP) Time** Average time in seconds that each agent spent Not Ready per ACD incoming call. Average PCP time is measured from the time the agent goes into Not Ready (NRD key activated, or the Not Ready SPRE code is entered), until the occurrence of any event that removes the agent from Not Ready. The average PCP time is the total time accumulated against all NRD states divided by the total number of ACD calls answered on this group (see Note 2).
AVG WORK (4 digits)	**Average Work Time** Average time (in seconds) that each agent required to serve incoming ACD calls. This includes Direct Call-Processing, Held Direct Call-Processing (if options are selected), and Post/Pre Call-Processing times (see Note 2).
AVG WAIT (4 digits)	**Average Waiting Time** This is the sum of all time that an agent was available to receive an ACD call divided by the number of incoming ACD calls answered (see Note 2).
DN CALLS (5 digits)	**Number of DN Call** A peg count of the number of times that agents initiated or received a call on their individual DN keys. Transfer and conference keys are also included in this category.

Table 10
Report 1: Agent Group Report field descriptions (Part 3 of 4)

Field title	Description
AVG TIME (4 digits)	**Average DN Call Time** This is the sum of all times from the initial selection of the individual DN key, including transfer and conference keys, to the final release of the call, divided by the number of these calls. The system only accumulates call time for one DN call per agent position at a time. It is not possible to add multiple simultaneous events as the total would exceed real clock time. This means that if an agent position has more than one DN key and the agent uses both at once, the reported DN call time will not be accurate (cannot track both DN keys). Agent positions should be configured with only one DN key unless the customer is willing to forego the accuracy of DN call statistics.
AVG-TIME-POSN AVG. BUSY (5 digits) AVG MANNED (5 digits)	**Average Position Busy and Manned Time** This is a two-part field. The AVG BUSY time is the sum of all Position Manned times, minus the sum of all waiting times, divided by the number of positions that had any Position Manned time accumulated against them. AVG MANNED time is the sum of all Position Manned times, divided by the number of agent positions that had manned time accumulated (see Note 4). An agent position is considered manned whenever one of the following conditions exists: — The MAKE BUSY lamp is dark and the agent is logged in. — The MAKE BUSY lamp becomes lit while the agent is active on any call and the agent is logged in. — The agent position is in the Not Ready state and the agent is logged in. — The agent is logged in and has not entered the Make Set Busy SPRE code (for the 500/2500 agent telephones).

Note 1: Data shown in the CALLS ACCEPTED field is based on the following:

- If a call is Night Forwarded, it is counted in the INTERFLOW field for the Source ACD DN in the Queue report.
- If the Night Forwarded number is an ACD DN, the call accepted, answered, or abandoned, among other things, is reflected in the count for the destination ACD DN. The call is not counted as accepted against the source ACD DN.
- If a call is not Night Forwarded (whether or not Night RAN is given), it counts as call accepted or answered, among other things, against the source ACD DN. It will not count under Interflow in this case.
- If the Time Overflow feature is used, the Calls Answered value includes calls that Time Overflowed from another queue to this one (TOF-IN), as well as the number of calls that Time Overflow to another ACD DN (TOF-OUT) from this one.
- This report displays only the time spent in the ACD queue. EAR calls are reflected in the CALLS ANSWD field if the calls are answered at the ACD DNs. CDN reports show information from the caller's point of view. For example, a call script could be written such that a call would wait 10 seconds before it is queued to an ACD DN. If the call then waited 10 more seconds before being answered, the wait time in the CDN would show 20 seconds and the wait time in the ACD DN would show 10 seconds.

Table 10
Report 1: Agent Group Report field descriptions (Part 4 of 4)

Field title	Description
Note 2: These fields may indicate abnormally high values if the number of calls the group answered is less than the average number of agents available. This tells the supervisor doing load management that the group was over-manned during the reported interval (previous report period). ***Note 3:*** This report displays only the time spent in the ACD queue, not the time spent in the system (in the CDN). EAR calls are reflected in the CALLS ANSWD field if the calls are answered at the ACD DNs. However, only the time that the call spent in the ACD queue is reflected, not the time spent in the system. ***Note 4:*** AVG BUSY time can also be considered as the sum of all busy time for the group, divided by the number of agent positions that accumulated manned time.	

Report 2: Queue Report

Report 2 has been modified with the Time Overflow feature. Beginning with X11 Release 10, the Threshold fields (CWTH, BYTH, OVTH) are removed and are replaced by the following field types:

— Recall to Source

— Answered Longest Wait Time

— Time Overflow In and Time Overflow Out

X11 Release 16 added an entry to REPT 2 for the Supervisor Control of Queue Size feature. The column heading previously labeled Interflow now reads Interflow/Busy. The Interflow and Busy reports are mutually exclusive, so a queue may have one or the other listed on the report. If an entry appears because a CCR IVR call abandons while queued to an IVR queue or presented to a busy treatment, the entry has a "B" beside the numbers. For the entry appearing for an interflow treatment, an "I" appears next to the number. The totals line appears split with the "B" and "I" labels indicating the busy and interflow totals independently. It also indicates calls that went to Night treatments if defined in the ACD DN. See Table 6 for an example of management reports with this feature.

If the configuration changes during the period covered by a single report, and calls have been treated with both options, a dual line display appears. The entries are designated with the "B" and "I" indicators. The Interflow or Busy treatment is determined in the service change.

With X11 Release 17, first and second RAN access are no longer pegged against the ACD DN queue, and Delay Announcement columns were removed from Report 2. The RAN information is included in the RAN report section of Report 3.

CDN report With X11 Release 17, a report is appended to Report 2 showing CDN statistics. This report applies primarily to EAR and CCR calls, with fields showing CDN, CALLS ACCPTED, BUSY, and DFLT DN. Some fields apply to CCR only; some are reserved for future use.

Table 11
Report 2: CDN header format

CDN	CALLS ACCPTED	CALLS ANSWERED			ABANDONED		TSF	ROUTE BY		DISC	BUSY	DFL DN
		NO	ASA	LONG WT	NO.	AVG. WT		IVR	CCR			
6800	7	0	****	0	0	****	0	0	1	0	0	7
6801	15	6	27	30	2	10	25	1	1	0	0	0

Table 12
Report 2: CDN appendix (Part 1 of 2)

Field title	Description
CDN (4 to 7 digits)	**Control DN** This field shows the directory number (up to 7 digits) of the CDN.
CALLS ACCPTED (6 digits)	**Calls Accepted** The total number of calls entering the CDN and receiving controlled operation or default operation. CALLS ACCPTED = CALLS ANSWERED NO + ABANDONED NO + ROUTE TO + DISC + BUSY +DFLT DN
CALLS ANSWERED NO (5 digits)	**Number of Calls Answered** The number of calls that entered the CDN and were answered with the controlled operation.
ASA (4 digits)	**Average Speed of Answer** The average time, in seconds, that each answered ACD call had to wait for an answer. This value is the cumulative total of counts since the last periodic report time. It includes Enhanced Overflow calls, but not Time Overflow (TOF) In Calls nor Network ACD calls from another queue. (TOF In Calls are calls answered by an agent of this queue because the call had been put in the TOF queue of another ACD DN and an agent of this ACD DN was available to answer the call before an agent of the source ACD DN.) The ASA value is changed because TOF In Calls represent calls that are answered but *not* accepted by this ACD DN—which is the target queue of a TOF queue.
LONG WT (8 digits)	**Longest Wait time** The longest time a call waited before answer in the CALLS ANSWERED NO field.
ABANDONED NO (3 digits)	**Number of Abandoned calls** The total number of calls accepted into the CDN but abandoned before being answered through the controlled operation.
AVG WT (4 digits)	**Average Wait** The total of all waiting times for abandoned calls divided by the number of calls abandoned in the ABANDONED NO field.

Table 12
Report 2: CDN appendix (Part 2 of 2)

Field title	Description
TSF (4 digits)	**Telephone Service Factor** The percentage of controlled calls answered or abandoned before the time threshold defined as the TSFT for the CDN.
ROUTE TO (4 digits)	**Routed calls** The number of controlled calls given a Route To command (and no additional processing).
DISC (4 digits)	**Forced Disconnect** The total number of controlled calls that were given forced disconnect by the system.
BUSY (4 digits)	**Forced Busy** The total number of controlled calls given the forced busy treatment by CCRM, including calls busied by the CDN call ceiling.
DFLT DN (4 digits)	**Default DN** The number of CDN calls that were sent to the default ACD DN.

Note 1: The CALLS ACCPTED field is pegged when a call enters a CDN.

Note 2: The CALLS ANSWERED field is *not* incremented by a CCR IVR call if the call is placed in an IVR queue by way of an IVR command and answered at an IVR port. With this feature, the ROUTE TO field is split to include calls routed by IVR and calls routed by CCR. Calls routed by CCR are routed by way of the ITR for IVR command.

Note 3: The ROUTE BY IVR field is incremented if the call is queued to receive IVR treatment and the IVR device initiates a call modification to another field.

Note 4: Only the CALLS ACCPTED, BUSY, and DFLT DN fields apply to EAR calls.

IVR Queues With X11 Release 18 and later, when a CCR call is queued to an IVR queue by the ITR for IVR command, the call appears in the CALLS ACCPTED report field. (If a CCR call enters the queue via a Queue To command, the call appears in the CALLS ACCPTED field only if it is answered by a queue agent.)

The ANSWERED LONGEST WT. TIME and TSF times reflect the time the call was queued to the IVR queue, not the total duration of the call.

Table 13
Report 2: IVR header format

IVR DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO.	ABANDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8888	5	0	10	0	****	100	0	0	0	0
8887	2	0	2	1	30	50	0	0	0	0

Table 14
Report 2: IVR appendix (Part 1 of 3)

Field title	Description
IVR DN (4 to 7 digits)	**IVR Identification** The IVR DN (up to seven digits) provides IVR treatment to incoming calls. See *Automatic Call Distribution Feature Description (553-2671-110)*.
CALLS ACCPTED (6 digits)	**Calls Accepted** The total number of calls placed in this IVR DN call queue, including any Overflow by Number calls from another IVR DN and the EAR calls routed by the default treatment to this IVR DN (see Note 1).
RECALL TO SOURCE (6 digits)	**Recall To Source** Recall to Source increments when a call Time Overflows in the Target IVR DN queue (because it previously Overflowed or Interflowed by number) and is recalled back to the source IVR DN to be linked to the source IVR DN's TOF queue (see Note 2).
ANSWERED LONGEST WT. TIME (8 digits)	**Longest Wait Time for Answered Calls** The longest time a call had to wait before being answered. This value could include Enhanced Overflow calls that were answered by a target agent, but does not include Time Overflow calls nor Network ACD calls answered by a target agent. It does include Recall to Source calls answered by a source agent. The *Total* line of all reports shows the Longest Wait Time for all ACD DNs. The hourly report shows the Longest Wait Time for that hour per ACD DN. It includes the EAR calls which were sent by the default treatment to this ACD DN.
ABANDONED NO. and AVG. WT. (3 digits and 4 digits)	**Number of Calls Abandoned and Average Waiting Time for each call** The sum of all waiting times for caller-disconnected calls divided by the number of calls abandoned in this queue.Calls abandoned while being presented to an agent are included. Calls abandoned in the Time Overflow (TOF) queue are charged against the called IVR DN.

Table 14
Report 2: IVR appendix (Part 2 of 3)

Field title	Description
TSF (4 digits)	**Telephone Service Factor** Measures how quickly incoming calls are answered. The customer specifies the time T (in seconds) with a service change or by using the TSF command as described in "Telephone Service Factor time (TSF)" on page 37. The percentage of incoming calls answered or abandoned before T seconds is the TSF. A value of 100 means that all calls were answered or abandoned within T seconds. BT = calls Answered/Abandoned BEFORE T seconds AT = calls Answered/Abandoned AFTER T seconds TO = TOTAL of calls Answered or Abandoned (1) BT + AT = TO (2) BT ÷ TO = TSF Calls Time Overflowed and answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before T (BT) value. However, TOF In Calls do not last in the target queue long enough to accumulate an After T (AT) value. Calls Time Overflowed from a source IVR DN (TOF-OUT) are not counted in this field because the TSF factor does not apply to calls answered by the source agent. The TSF field is upgraded when the next report is updated. The TSF field is not upgraded when the IVR queue goes into night service or during the 30-second display of ongoing status.
TOF IN (3 digits)	**Time Overflow Calls In** The number of calls redirected by the Time Overflow (TOF) feature. The TOF-IN field shows the number of calls that exceed a TOF Timer (TOFT), the number of Enhanced Overflow calls that exceeded the Enhanced Overflow table timer, and Network ACD calls that were answered by a remote target agent that overflowed by time into this ACD DN.
TOF OUT (3 digits)	**Time Overflow Calls Out** The number of calls redirected by the Time Overflow (TOF) feature. The TOF-OUT field shows the number of calls that exceed the TOFT and overflow by time to a target IVR DN.
OVERFLOW (5 digits)	**Calls Overflowed to Another Queue** The total number of calls redirected to another IVR DN with Automatic Overflow, excluding Time Overflow calls.

Table 14
Report 2: IVR appendix (Part 3 of 3)

Field title	Description
INTERFLOW BUSY (7 digits)	**Calls given standard Interflow treatment or calls given Busy tone** The number of calls treated as standard Interflow calls and calls given a busy tone by Supervisor Control of Queue Size. Interflow calls are indicated with an I appended to the entry; calls treated with the busy tone are noted with a B next to the entry. The Totals row lists both types of call treatment.

Note 1: Data shown in the CALLS ACCPTED field is based on the following:

— If a call is Night Forwarded, it is counted in the INTERFLOW field for the source IVR DN in the Queue report. If the Night Forwarded number is an IVR DN, then calls accepted, answered, or abandoned, among other things, are reflected in the count for the destination IVR DN. The call is not counted as call accepted, among other things, against the source IVR DN.

— If a call is not Night Forwarded (whether or not Night RAN is given), it counts as call accepted or answered, among other things, against the source IVR DN. It will not count under Interflow in this case.

— If the Time Overflow feature is used, the Calls Answered value includes answered Time Overflow calls from another queue. Calls to this IVR DN that are answered by another queue (via Time Overflow) are not counted.

Note 2: The source IVR DN to which the call is recalled has its Call Accepted value incremented.

If a CCR IVR call resides in an IVR queue and an ACD queue agent becomes available, the call transfers from the IVR queue to the ACD agent. This is also true for ACD queue CCR IVR calls presented to an IVR port (applies to interruptible mode IVR only). The IVR-queue pegging shows the call as accepted. No other IVR Queue Report statistics are pegged for that call.

Table 15
Report 2: Queue Report field descriptions (Part 1 of 3)

Field title	Description
ACD DN (4 to 7 digits)	**ACD Identification** Shows the ACD DN (up to seven digits) of the queue being reported.
IVR DN (4 to 7 digits)	**IVR Identification** The IVR DN (up to seven digits) provides IVR treatment to incoming calls. See *Automatic Call Distribution Feature Description (553-2671-110).*
CALLS ACCPTED (6 digits)	**Calls Accepted** The total number of calls placed in this ACD DN call queue, including any Overflow by Number calls from another ACD DN. Time Overflow calls from another ACD DN are not included. It includes the EAR and CCR calls routed by the default treatment to this ACD DN (see Note 1).
RECALL TO SOURCE (6 digits)	**Recall To Source** If a call Time Overflows while in the Target ACD DN queue (because it previously Overflowed or Interflowed by number), then it is recalled back to the source ACD DN to be linked to the source ACD DN's TOF queue and the Recall To Source field increments (see Note 2).
ANSWERED LONGEST WT. TIME (8 digits)	**Longest Wait Time for Answered Calls** This field shows the longest time a call had to wait before being answered, excluding Time Overflow calls answered by a target agent but including Recall to Source calls answered by a source agent. The total line shows the Longest Wait Time for all ACD DNs. The hourly report shows the Longest Wait Time for that hour per ACD DN, including the EAR and CCR calls sent by default treatment to this ACD DN.
ABANDONED NO. and AVG. WT. (3 digits and 4 digits)	**Number of Calls Abandoned and Average Waiting Time for each call** This number is the sum of all waiting times for caller-abandoned calls, divided by the number of abandoned calls. The sum includes calls abandoned while being presented to a target queue agent. Calls abandoned while in the Time Overflow (TOF) queue are charged against the called ACD DN.

Table 15
Report 2: Queue Report field descriptions (Part 2 of 3)

Field title	Description
TSF (4 digits)	**Telephone Service Factor** The TSF measures how quickly incoming calls are answered. The customer specifies the time T (in seconds) in a service change or by using the TSF command described in "Telephone Service Factor time (TSF)" on page 37. The percentage of incoming calls answered or abandoned before T seconds is the TSF. A value of 100 means that all calls were answered or abandoned within T seconds. BT = calls Answered/Abandoned BEFORE T seconds AT = calls Answered/Abandoned AFTER T seconds TO = TOTAL of calls Answered or Abandoned (1) BT + AT = TO (2) BT ÷ TO = TSF Calls Time Overflowed and answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before T (BT) value. However, TOF In Calls do not last in the target queue long enough to accumulate an After T (AT) value. Calls Time Overflowed from a source ACD DN (TOF-OUT) are not counted in this field because the TSF factor does not apply to calls answered by the source agent. The TSF field is upgraded when the next report is updated. The TSF field is not upgraded when the IVR queue goes into night service or during the 30-second display of ongoing status.
OVERFLOW (5 digits)	**Calls Overflowed to Another Queue** The total number of calls redirected to another ACD DN by using Automatic Overflow, excluding Time Overflow calls.
INTERFLOW (7 digits)	**Calls Interflowed to Another DN** The total number of calls removed from this queue and directed to another (internal or external) DN by the interflow mechanism (see Note 4). This field does not include Time Overflow calls.
INTERFLOW BUSY (7 digits)	**Calls given standard Interflow treatment or calls given Busy tone** This field indicates the number of calls treated as standard Interflow calls and calls given a busy tone by the Supervisor Control of Queue Size feature. Interflow calls are indicated with an I appended to the entry; calls treated with the busy tone are noted with a B next to the entry. The Totals row lists both call types.
TOF IN (3 digits)	**Time Overflow Calls In** The number of calls redirected by the Time Overflow (TOF) feature. The TOF-IN field shows the number of calls that a TOF Timer (TOFT) overflows by time into this ACD DN.

Table 15
Report 2: Queue Report field descriptions (Part 3 of 3)

Field title	Description
TOF OUT (3 digits)	**Time Overflow Calls Out** The number of calls redirected by the Time Overflow (TOF) feature. The TOF-OUT field shows the number of calls that exceed the TOFT and overflow by time to a target ACD DN.
DELAY-ANN 1ST 2ND (4 digits each)	**First and Second RAN Count** They are reflected as RAN route accesses in the RAN report of Report 3, which also shows RAN access requested by EAR. These two fields show the number of times first and second Recorded Announcement (RAN) treatment was given during the reported period. A call can only get one First RAN treatment and one peg against DELAY-ANN 1ST. Each time that a call receives second RAN treatment, it is pegged against DELAY-ANN-2ND (see Note 5).
THRESHOLDS CWTH BYTH OVTH	**Automatic Queue Overflow Thresholds** These are three thresholds associated with Automatic Call Queue Overflow (see Note 3). CWTH = Call Waiting Threshold BYTH = Busy Threshold OVTH = Overflow Threshold

Note 1: Data shown in the CALLS ACCPTED field is based on the following:

— If a call is Night Forwarded, it is counted in the INTERFLOW field for the source ACD DN in the Queue report. If the Night Forwarded number is an ACD DN, then calls accepted, answered, or abandoned, among other things, are reflected in the count for the destination ACD DN. The call is not counted as call accepted, among other things, against the source ACD DN.

— If a call is not Night Forwarded (whether or not Night RAN is given), it counts as call accepted or answered, among other things, against the source ACD DN. It will not count under Interflow in this case.

— If the Time Overflow feature is used, the Calls Answered value includes answered Time Overflow calls from another queue. Calls to this ACD DN that are answered by another queue (via Time Overflow) are not counted.

Note 2: The source ACD DN to which the call is recalled has its Call Accepted value incremented.

Note 3: The Threshold fields do not appear in X11 Release 10 and later. They are replaced by TOF IN/TOF OUT field reports.

Note 4: The Interflow field does not appear in X11 Release 16 reports. It is replaced by the field heading INTERFLOW/BUSY. This field lists the totals of calls treated with Interflow treatment or Busy tone.

Note 5: The DELAY ANN 1ST and 2ND peg count does not necessarily equal the CALLS ACCPTD peg count. It is possible for a caller to hear RAN both before and after a transfer. In this case, the CALLS ACCPTD count would tally only one call while there are two DELAY ANN pegs.

Report 3: RAN Report

REPT 3 includes RAN route information in the Interflow routes section. With X11 Release 17 and later, first and second RAN access is not pegged against the ACD DN queue.

The following table gives information on the fields of Report 3.

Table 16
Report 3: Trunk Routes Report field descriptions (Part 1 of 2)

Field title	Description
ROUTE CODE (up to 7 digits)	**Trunk Route Identification** The trunk route access code and the type. (For example, CO, FX, and WATS trunks for all X11 software releases. In addition, DID, CCSA, and Tie trunks for X11 Release 3 and later; RAN trunk route for X11 Release 17 and later.) If the DN expansion package has been included, this field is three spaces longer.
NO-OF-TRK WORK HPR (4 digits)	**Number of Trunks** A snapshot of the number of trunks assigned and working, plus priorities, at report generation time. — ASSN The number of trunks (including non-ACD trunks) currently assigned to the trunk route. — WORK The number of trunks (including non-ACD trunks) that are currently enabled. — HPR The number of trunks currently given priority.
INC CALLS (6 digits)	**Total Number of Incoming Calls Offered** The total number of calls that came in on this trunk route (including non-ACD calls) during the report period. The total number of calls per ACD DN equals the total number of INC CALLS for all trunk routes terminating on the ACD DN (see Note 1).
INC CCS (5 digits)	**Total Incoming Traffic** The total incoming trunk traffic for the trunk route (in CCS) between seizure and disconnect (including non-ACD calls, if any). See Note 2.
OUT CALLS (5 digits)	**Total Outgoing Calls** The total number of calls outgoing on this route. These are non-ACD calls, but could include outgoing calls made from the DN keys of the ACD agent positions.
OUT CCS (5 digits)	**Total Outgoing Traffic** This figure shows the outgoing call traffic (in CCS) on the trunk route.

Table 16
Report 3: Trunk Routes Report field descriptions (Part 2 of 2)

Field title	Description
ABANDONED BEF-T AFT-T (5 digits) (6 digits)	**ACD Auto-Terminating Trunk Calls Abandoned** Two peg counts of calls abandoned showing how many were abandoned before and after the time T used for TSF. The value used for T depends on the trunk involved and on which queue that trunk terminates.The ABANDONED AFT-T field indicates the number of calls abandoned after a customer-defined Time Threshold.
ANSWERED BEF-T AFT-T (6 digits) (5 digits)	**ACD Auto-Terminating Trunk Calls Answered** The number of calls delayed longer than the customer-specified time is shown in the ANSWERED AFT-T field. The value for T is obtained from the ACD DN whose agent answered the call. If a call time overflows and is answered by a target ACD DN, the value of T set for the target ACD DN is used. When the value of T is set to a minimum value such as 1, all calls encountering any delay are counted as having waited. The definition of calls that have waited too long can be adjusted by changing the T value.
ALL-TRK-BUSY PEG TOTAL LONG (4 digits) (5 digits) (4 digits)	**All Trunks Busy** This statistic shows the All Trunks Busy (ATB) information of the ACD Routes and the Interflow Trunk Routes at the time of report generation (see Note 3) PEG: The ATB peg count of the route TOTAL: The total duration of the ATB condition of the route in seconds LONG: The longest ATB duration of the route

Note 1: INC CALLS equals ABANDONED BEF-T AFT-T plus ANSWERED BEF-T AFT-T. Do not try to relate these fields to those of ACD-C reports 1 and 2 (CALLS ANSWD, CALLS ACCPT, and ABANDONED NO). These fields are auto-terminating trunks and reflect how the trunk was first handled (answered or abandoned).

Note 2: Only Route Code, No-of-Trunks Working, INC Calls, and INC CCS apply to the RAN report, X11 Release 17.

Note 3: If a trunk busy condition exists beyond a single reporting period (for example, it begins during period 1 and is still busy during period 2), that condition may be pegged for both periods. The ATB count may differ slightly from the other peg totals.

Report 4: Agent Position Report

The IVR ports statistics are separated from the non-IVR agent position statistics as shown in Table 14, "Report 2: IVR appendix," on page 69.

Table 17
Report 4: Position Report field descriptions (Part 1 of 3)

Field title	Description
POS ID (up to 7 digits)	**Identification** Shows the ACD POS ID of the agent being reported.
CALLS ANSWD (5 digits)	**Incoming Calls Answered at this Position** Total incoming calls, including Time Overflow calls to this agent position (TOF In Calls).
AVG DCP or TOTAL DCP (5 digits)	**Average or Total Direct Call-Processing (DCP) Time** Handling time is the time between initial answer to the final release of the call (see Total HDCP). The Average DCP time is the sum of all handling times (the time between initial answer and the final release of the call) divided by the number of answered calls. The Total DCP time is the total of all the times the In Calls key lamp was steadily lit, which is handling time minus total HDCP time. If no ACD calls were answered at this agent position, the average field contains asterisks (****); totals contains zeros.
TOTAL HDCP (5 digits)	**Total Held Direct Call-Processing Time** (Optional Field) The sum of all hold times, measured from the time that the agent places the ACD call on Hold until the agent reactivates the call or the caller disconnects. When this field appears, TOTAL DCP only reflects the time that the agent position was active on the ACD calls. If no calls are answered at this agent position, the totals field contains zeros.
AVG PCP or TOTAL PCP (5 digits)	**Average or Total Post/Pre Call-Processing Time** Average or total time, in seconds, that this position was in the Not Ready state, measured from the time that the agent activates the Not Ready key until any event that removes the position from Not Ready: for example, pressing the In Calls key, pressing the Not Ready key again, or going active on any DN key. The average PCP time is the sum of all Not Ready times divided by the number of ACD calls answered at the agent position. The total PCP time is the total of all Not Ready state times. If no ACD calls were answered at this agent position, the average field displays asterisks (****) and the totals field displays zeros.

Table 17
Report 4: Position Report field descriptions (Part 2 of 3)

Field title	Description
AVG WAIT or TOTAL WAIT (5 digits)	**Average or Total Waiting Time** Average or total time that the agent position was available to receive calls. The average wait time is the sum of all the waiting time that the agent position was available to receive any call, divided by the number of ACD calls answered at this agent position. The total waiting time sums all waiting times for this agent position. If no ACD calls were answered at this agent position, the fields show asterisks (****); if there was no waiting a zero appears. See Note 1.
DN INC (4 digits)	**Total number of incoming calls** Shows the total number of incoming calls on the agent's DN key(s) during the report period.
INC TIME (4 digits)	**Total duration** The duration (in seconds) of all incoming calls on the agent's DN key(s) during the report period, timed from call answer to final call release.
DN OUT (4 digits)	**Total number of outgoing calls** The total number of outgoing calls from this agent position using DN, conference, or transfer keys.
OUT TIME (5 digits)	**Total time** Total time (in seconds) of all outgoing calls from this agent position timed from the initial DN activation to final call release. See Note 2.
BUSY TIME (5 digits)	**Total Position Busy Time** Total agent position manned time, minus the total waiting time shown in seconds.
MANNED TIME (6 digits)	**Total Position Manned Time** The sum of all manned time for all agent positions. Time is accumulated when an agent position is considered manned and the agent is logged in under one or more of the following conditions: — The MAKE BUSY lamp is dark and the agent is logged in. — The MAKE BUSY lamp becomes lit while the agent is active on any call and the agent is logged in. — The agent position is Not Ready and the agent is logged in (see Notes 1 and 2).

Table 17
Report 4: Position Report field descriptions (Part 3 of 3)

Field title	Description
AGT ID Q / P (4 digits)	**Agent Identification** (Optional Field) The ACD AGENT ID of the agent being reported. This field appears when Report Control in Service Change LD 23 defines the Short Report and Agent ID options as YES. If a new agent occupies the agent position, the ID of the previous agent appears, accompanied by an asterisk. ***Note:*** If an agent is not logged in when the report is generated, the Agent ID will not appear in the report. One or more Short Reports with Agent ID are generated when one or more of the following conditions exist: — A new agent logs in to an agent position that was manned by another logged in agent. In this case the Q/AGT ID field will show the Agent ID of the previous agent. The line of statistics reflects data accumulated for the previously logged-in agent. — The position is moved from one ACD group (ACD DN) to another. In this case, the Q/AGT ID field will display the queue identification of the queue to which the agent was formerly assigned. — The priority of the Agent at the time of printing appears under the Agent ID.

Note 1: All of the REPT 4 time fields are reported as currently manned (or previously, if not currently manned). If the optional AGENT ID is used along with Short Reports, the Short Report will show all of the time for the agent position during the reported period.

Note 2: If an agent is involved in a conference call or an IDN call, or is transferring a call when the report is generated, the OUT TIME field includes the call start time minus the current time. The DN OUT and XFER IDN fields are not incremented until the call is released, and they are reflected in the next reporting period.

Note 3: The INC TIME and the OUT TIME fields do not include the amount of time the IDN call was on hold.

Ongoing Status Display

The Ongoing Status Display is presented on the Video Display Terminal (VDT) display, and updated every 30 or 60 seconds, as specified through ACD Service Change. The Ongoing Status Display reports on both ACD DNs and CDNs for the customer.

EAR The TSF, ASA, and #CALLS IN QUEUE fields include EAR calls routed by the *default* treatment to the ACD DN since these calls are treated as if they had entered the queue directly. CDNs do not appear in the status display, as incoming CDN calls are routed to the default ACD DN immediately.

Ongoing Status report control determines if the ongoing status information is printed. If RPRT is no, ongoing status reports are not printed.

An example of the Ongoing Status Display Output is shown in Table 18.

Table 18
Ongoing Status Display format

ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	1	0	1	0	0	0
5555	46	120	8	1	1	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	1	0	1	0	0	0
5555	45	184	7	2	2	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	1	0	1	0	0	0
5555	44	242	6	3	3	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	3	1	1	1	0	0
5555	44	296	5	4	4	0	0	0	0
ACD DN	TSF	ASA	# CALLS IN QUEUE	# POS MANNED	# POS DCP	# POS PCP	# POS WTG	# POS NON ACD	# VIRTUAL CALLS QD
2222	100	2	0	3	1	1	1	0	0
5555	44	296	5	4	4	0	0	0	0

CCR Ongoing Status Display appears for CDNs if it is in the *controlled* mode.

The Queue To command sends CCR calls to an ACD DN. The ACD DN #CALLS IN QUEUE field does not include the CCR calls. The TSF and ASA fields only include CCR calls answered by agents of this ACD DN.

If the CCR feature is used, the Ongoing Status Display reports on both ACD DNs and CDNs for the customer. CDNs have values only in the TSF, ASA, and #CALLS IN QUEUE fields; all other fields contain asterisks.

The fields are as follows:

— # CALLS IN QUEUE reflects the total controlled calls in the system that originated from this CDN.

— TSF indicates the percentage of controlled calls answered or abandoned before a certain threshold (TSFT).

— ASA displays the average speed of answer for the calls that entered this CDN and were answered through the controlled operation.

If load management or error conditions change the CDN to default mode from controlled mode, the Ongoing Status still appears. The Ongoing Status Display does not show the CDNs if they are always in the default mode. Abnormal conditions that divert new calls to the default ACD DN prevent the CDN #CALLS IN QUEUE field from incrementing until a Start Up message is received, although the CDN continues to appear on the Ongoing Status report.

An example of the Ongoing Status Display Output for CCR CDNs is shown in Table 20.

Table 19
Ongoing Status Display field descriptions (Part 1 of 2)

Field title	Description
ACD DN (4 to 7 digits)	**Identification** Shows the ACD DN of the queue being reported.
TSF (3 digits)	**Telephone Service Factor** The percentage of incoming calls answered or abandoned before T seconds is the TSF. The customer specifies the time T in seconds with a service change or the TSF command as described in "Telephone Service Factor time (TSF)" on page 37. A value of 100 means that all calls were answered or abandoned within T seconds. BT = calls Answered/Abandoned BEFORE T seconds AT = calls Answered/Abandoned AFTER T seconds TO = TOTAL of calls Answered or Abandoned (1) BT + AT = TO (2) BT ÷ TO = TSF Calls Time Overflowed and answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before T (BT) value. However, TOF In Calls do not last in the target queue long enough to accumulate an After T (AT) value. Calls Time Overflowed from a source ACD DN (TOF-OUT) are not counted in this field because the TSF factor does not apply to calls answered by the source agent.
ASA (3 digits)	**Average Speed of Answer** This is the average time, in seconds, that each answered ACD call had to wait for an answer, excluding Time Overflow (TOF) In Calls from another queue that were answered by an agent of this queue because an agent of this ACD DN was available before an agent of the source ACD DN was. The ASA value changes because TOF In Calls reflect calls that are answered but *not* accepted by this ACD DN, the target queue of a TOF queue.
# CALLS IN QUEUE (5 digits)	**Number of Calls in Queue** This is a snapshot of the number of calls awaiting service in this queue, but not yet connected to an agent position. It includes calls in the queue's Time Overflow queue and sent by a CDN with the default treatment.
# POS MANNED	**Number of Manned Positions** The number of agent positions associated with this queue for which the MAKE BUSY lamp is dark.

Table 19
Ongoing Status Display field descriptions (Part 2 of 2)

Field title	Description
# POS DCP	**Agents Direct Call-Processing** The number of agent positions currently active on the In Calls key, including those that have the ACD calls on Hold.
# POS PCP	**Agents Post Call-Processing** Snapshot of the number of agent positions currently in Not Ready state.
# POS WTG	**Positions Waiting** Snapshot of the number of agent positions currently available to receive an incoming ACD call.
# POS NON-ACD	**Positions on Non-ACD Calls** Snapshot of the number of agents active on a key other than the In Calls key.
# VIRTUAL CALLS QD	**Number of Virtual Calls Queued** The number of Source Time Overflow, Call Request Queue, and CCR calls in queue. Virtual calls include Timed Overflow, Enhanced Overflow, and Customer Controlled Routing calls.

Table 20
CCR Ongoing Status Display field descriptions

Field title	Description
TSF (3 digits)	**Telephone Service Factor** The percentage of CCR calls in controlled mode that were answered or abandoned before the TSF threshold.
ASA (3 digits)	**Average Speed of Answer** The average speed of answer for the calls that entered this CDN and were answered through the controlled operation.
# CALLS IN QUEUE (5 digits)	**Number of calls in queue** This reflects the total controlled CDN calls in the system that originated from this CDN. Refer to the Note.

Note: If an abnormal condition occurs (for example, the link going down), new calls are diverted to the default ACD DN. If this happens, the CDN still appears on the ongoing status report, but the #CALLS IN QUEUE field for the CDN does not increment until a Start Up message is received from the CCRM application module.

The #CALLS IN QUEUE field for the ACD DNs does not include the CCR calls. CCR calls are calls that are queued to an ACD DN by a Queue To command from the CCRM application module. The TSF and ASA fields include the CCR calls only if they were answered by agents of this ACD DN. The #CALLS IN QUEUE field for the CDN increments when calls enter the CDN and are controlled by the CCRM application.

Asterisks appear in the # VIRTUAL CALLS QD field because a CDN cannot have virtual calls queued to it. In Table 21, all fields shown with asterisks do not apply for CDNs.

Table 21
CCR Ongoing Status Display field description for CCR CDN (5555)

ACD DN	TSF	ASA	#CALLS IN QUEUE	#POS MANNED	#POS DCP	#POS PCP	#POS WTG	#POS NON-ACD	#VIRTUAL CALLS QD
2222	100	2	5	1	0	1	0	0	0
5555	46	50	10	****	****	****	****	****	****

Short Reports

A short report prints after an agent logs in to an agent position occupied earlier in the reporting period by another agent. The report contains the statistics accumulated for the old agent before the move. New statistics begin accumulating on the new agent as soon as the move occurs.

Short Reports are also generated when the physical position is moved to another queue by using the SAPA Load Management Command as described in "Select Agent Position Assignment (SAPA)" on page 28.

An Agent Position Report (indicating a Short Report) is shown in Table 22. The Short Report prints as agent 15 logs into position 3832, which was previously occupied by agent 11. Note that this report reflects the work performed by agent 11 while occupying this position. The next regularly scheduled Report 4 indicates the work performed by agent 15 during the remainder of the reporting period. The system totals line includes the work performed by agent 11.

Table 22
Report 4: Short Report

POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER		BUSY TIME	MANNED TIME	AGTID Q/P
									IDN	ACD			
3832	8	152	12	20	0	0	0	0	0	2	1865	2403	11A

Note: Letters indicate how the agent position was changed:
A = Agent logout/login
P = Agent's priority changed using SAGP/LAGP command
Q = Agent moved to new queue using SAPA/LAPA command

Enhanced daily totals

The customer can schedule cumulative Enhanced Reports 1, 2, 3, and 4 for the end of each daily period. The report format is the same as that for the hourly/half-hourly reports, but the averages and totals reflect a 24-hour period, defined by start and end times. A start and end time of 0 hours permits reports to be printed at midnight. The system total line of statistics is included in each daily report.

For Report 1, the fields DN CALLS, BUSY TIME, and MANNED TIME show the total of all the individual reports (total number of DN calls and total of AVG and MANNED times). The # XFER IDN and ACD fields reflect totals, as in other scheduled reports. The other fields are the averages of the information on all of the individual reports, except for ABANDONED AVG WT and TSF, which are the averages of all the individual reports.

For Report 3, if the DN Expansion package is included, the ROUTE CODE field is three spaces larger. The result is more than 80 columns in each report. For both situations, the reports are not completely shown if the printer is an 80-character printer. Figures 22 through 17 show typical report formats.

The senior supervisor can issue two commands to see daily and system totals. The commands are DTOT (Daily Totals) and STOT (System Totals).

DTOT This command, followed by the desired report number (1, 2, 3, or 4), presents a Daily Totals report on the senior supervisor's terminal. Statistics shown in the reports are those accumulated since the beginning of the current daily period to the current time and include system totals for each requested report. If an initialization occurs in the reporting period, an INI00 message is presented preceding the DTOT report. The command format is as follows:

DTOT X

Legend:

X = Report number (1, 2, 3, or 4)

After the ACD report for Report 2 is printed, a new CDN report is appended to the end of the ACD Report 2.

STOT This command, followed by the desired report number (1, 2, 3, or 4), presents a System Totals report on the senior supervisor's terminal. Statistics in the reports are those accumulated since the last hourly/half-hourly report. If an initialization occurred in the reporting period, a message is presented before the STOT report. The command format is as follows:

STOT X

Legend:

X = Report number (1, 2, 3, or 4)

After the ACD report for Report 2 prints, a new CDN report is appended to the end of the ACD Report 2. For information about the Time Overflow feature, see "Time Overflow threshold (TLDD)" on page 36.

Note: If the ACD Report Control feature is enabled and reports for all ACD DNs are turned off, the only report printed is Report 3, Trunks.

Tables 23 through 25 provide a description of the new data fields contained in the Enhanced Reports feature available in X11 Release 12 and later software packages.

Table 23
Enhancements to Report 1: Agent Group Report added field description

Field title	Description
# XFER IDN # XFER ACD (4 digits each)	**Number of Calls Transfer/Conference** This is a two-part field added in X11 Release 12. The # XFER IDN count is the sum of all the calls the agent transferred or conferenced while on an active IDN call. The # XFER ACD count is the sum of all the calls the agent transferred or conferenced while on an active ACD call. Before X11 Release 12, transferred or conferenced calls were included in the DN CALLS column.

Table 24
Enhancements to Report 3: Trunk Routes Report, modified field description

Field title	Description
NO-OF-TRK WORK HPR (4 digits each)	**Number of Trunks** This statistic shows a snapshot of the number of trunks working and the priority setting at the time of report generation: — WORK: The number of trunks, including non-ACD trunks, that are currently enabled — HPR: The number of trunks currently given priority (Note 1)
ALL-TRK-BUSY PEG TOTAL LONG (4 digit) (5 digit) (4 digit)	**All Trunks Busy** This statistic shows the All Trunks Busy (ATB) information of the ACD Routes and the Interflow Trunk Routes at the time of report generation (see Note 4): — PEG: The ATB peg count of the route — TOTAL: The total duration of the ATB condition of the route in seconds — LONG: The longest ATB duration of the route
INTERFLOW ROUTES	**Interflow Trunk Routes** These statistics show the Interflow route activity. (See Notes 2 and 3.)
RAN ROUTES	**RAN Trunk Routes** These statistics show the RAN route activity. To enable the RAN reporting for a specific RAN route, the RACD (LD 16) for that RAN route must be set to YES. If it is set to NO, the statistics for that RAN route are not printed. (Notes 2 and 3.)

Note 1: The ASSN field has been removed from under NO-OF-TRUNKS. The OUT CCS field is also removed from this report.

Note 2: Some fields are not supported. These fields are indicated by ". . . . . ."

Note 3: Interflow trunk routes are defined in Service Change LD 14 when the prompt RACD = YES.

Note 4: If a trunk busy condition exists beyond a single reporting period (for example, it begins during period 1 and is still busy during period 2) that condition may be pegged for both periods. The ATB count may differ slightly from the other peg totals.

Table 25
Enhancements to Report 4: Position Report added field description

Field title	Description
# XFER IDN # XFER ACD (4 digits each)	**Number of Calls Transfer/Conference** This is a two-part field that is added in X11 Release 12. The # XFER IDN count is the sum of all the calls transferred or conferenced that were originated by the agent while on an active IDN call. The # XFER ACD count is the sum of all the calls transferred or conferenced that were originated by the agent while on an active ACD call. Before X11 Release 12, transferred or conferenced calls were included in the DN OUT column. When the Total (TOT4) option is enabled, the BUSY TIME field is eliminated to allow room for this column. The time associated with the calls is displayed in the OUT TIME field.

Beginning with X11 Release 18, the Daily Totals Report separates IVR statistics and CDN reporting changes. The print format is the same as that of the regular reports. The daily report data reflects the totals and averages of the data accumulated over the daily reporting period

Daily system totals

A line of statistics prints at the bottom of each report, showing system totals for all report data for all ACD DN/Pos IDs in a customer's ACD operation.

A few of the report data items do not have system totals or have system totals expressed in different units from those of the individual fields. The discrepancies between individual fields and total fields are listed by report as follows:

Report 1 Agent Group The number in the ACD DN field reflects the total number of ACD DNs. Data for the AVG AGTS field does not appear as it represents a customer decision, not ACD group performance.

Report 2 Call Queue The number shown in the ACD DN field reflects the total number of ACD DN.

CDN statistics are appended to the end of Report 2 and have a different header. The CDN reports detail the treatment for all calls that enter the CDN. For detailed information on this report, refer to Table 12, "Report 2: CDN appendix," on page 67.

Report 3 Trunk Routes The numbers reflect the total number of trunks reported on the system. Report fields include the ROUTE CODE that shows all trunks that auto-terminate on all customer ACD DNs, Interflow Routes, and RAN Routes.

Report 4 Agent Position The number shown in the Pos ID field represents the total number of Pos IDs in the customer's operation. Data for the INC TIME, OUT TIME, BUSY TIME, and MANNED TIME fields are expressed in minutes. The other fields are expressed in seconds. The system totals for all total fields are expressed in minutes, while the system totals for all average fields are expressed in seconds. The AGT ID field is not reported as it would show the same total as the Pos ID.

> ***Note:*** The maximum total MANNED TIME supported is 18 hours, 12 minutes, and 15 seconds (65535 seconds total).

STOT This command, followed by the desired report number (1, 2, 3, or 4), presents a System Totals report on the senior supervisor's terminal. Statistics in the report(s) are those accumulated since the last hourly/half-hourly report.

Table 26
Format of a typical periodic totals report (X11 Release 9)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME POSN	
											BUSY	MANNED
8901	0	7	****	4	20	16	20	73	0	****	138	646
8902	0	4	1	27	27	0	27	134	0	****	110	646
8903	0	1	14	2	400	398	400	246	0	****	400	646
3		12	4	11	447	42	54	107	0	****	216	646

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED		TSF	OVER FLOW	INTER FLOW	DELAY ANN		THRESHOLDS		
				NO	AVG. WT				1ST	2ND	CWTH	BVTH	OVTH

Table 26
Format of a typical periodic totals report (X11 Release 9)

8901	3	3	0	0	****	100	0	0	0	0	2	2	4
8902	4	0	2	0	****	100	0	0	0	0	2	2	4
8903	14	0	14	6	13	100	3	0	5	1	3	2	4
3	21	3	16	6	13	100	3	0	5	1	7	6	12

REPT 3

ROUTE CODE	NO. OF TRUNKS			INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED		ANSWERED	
	ASSN	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T
DID-721	2	1	0	2654	0	0	0	2	0	0	3
TIE-728	1	1	2	123	2	2	1	0	2	3	2
2	3	2	2	2777	2	2	1	2	2	3	5

Table 27
Format of a typical periodic totals report (X11 Release 10)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	AVG TIME POSN	
											BUSY	MANNED
8901	0	7	****	4	20	16	20	73	0	****	138	646
8902	0	4	1	27	27	0	27	134	0	****	110	646
8903	0	1	14	2	400	398	400	246	0	****	400	646
3		12	4	11	447	42	54	107	0	****	216	646

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED		TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY ANN	
				NO	AVG. WT						1ST	2ND
8901	3	3	0	0	****	100	7	0	0	0	0	0
8902	4	0	2	0	****	100	0	0	0	0	0	0
8903	14	0	14	6	13	100	0	7	3	0	5	1
3	21	3	16	6	13	100	7	7	3	0	5	1

REPT 3

ROUTE CODE	NO. OF TRUNKS			INC CALLS	INC CCS	OUT CALLS	OUT CCS	ABANDONED		ANSWERED	
	ASSN	WORK	HPR					BEF-T	AFT-T	BEF-T	AFT-T
DID-721	2	1	0	2654	0	0	0	2	0	0	3
TIE-728	1	1	2	123	2	2	1	0	2	3	2
2	3	2	2	2777	2	2	1	2	2	3	5

Table 28
Format of a typical periodic totals report (X11 Release 12)

REPT 1 ACD 001 1899 02 01

ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	# XFER ACD	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8901	0	7	****	4	20	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	400	398	400	246	0	****	12	16	400	646
3		12	4	11	447	42	54	107	0	****	1278	248	216	646

REPT 2

ACD DN	CALLS ACC-PTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO	ABANDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW	DELAY ANN 1ST	DELAY ANN 2ND
8901	3	3	0	0	****	100	7	0	0	0	0	0
8902	4	0	2	0	****	100	0	0	0	0	0	0
8903	14	0	14	6	13	100	0	7	3	0	5	1
3	21	3	16	6	13	100	7	7	3	0	5	1

REPT 3

ROUTE CODE	NO. OF TRK WORK	NO. OF TRK HPR	INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T	ABANDONED AFT-T	ANSWERED BEF-T	ANSWERED AFT-T	ALL TRK BUSY PEG	ALL TRK BUSY TOTAL	ALL TRK BUSY LONG
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5
2	1	2	2777	2	2	2	2	304	20	5	0	0
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10	.....				1	3	3
TIE-733	20	0	30	2	28	.....				0	0	0
2	36	0	90	6	38	.....		.....		1	0	0

REPT 4

POS ID	CALLS ANSWD	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	# XFER ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901														
32	7	4	13	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902														
20	4	27	24	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03														
45	1	2	29	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	66	42	107	0	0	0	0	1278	248	11	32	

Table 29
Format of a typical periodic totals report (X11 Release 16)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	# XFER ACD	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8901	0	7	****	4	20	16	20	73	0	****	1234	34	138	646
8902	0	4	1	27	27	0	27	134	0	****	32	198	110	646
8903	0	1	14	2	400	398	400	246	0	****	12	16	400	646
3		12	4	11	447	42	54	107	0	****	1278	248	216	646

REPT 2

ACD DN	CALLS ACC-PTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABAND0NED NO	ABAND0NED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW/ BUSY	DELAY ANN 1ST	DELAY ANN 2ND
8901	3	3	0	0	****	100	7	0	0	20I	0	0
8902	4	0	2	0	****	100	0	0	0	10B	0	0
8903	14	0	14	6	13	100	0	7	3	0	5	1
3	21	3	16	6	13	100	7	7	3	20I 10B	6	1

REPT 3

ROUTE CODE	NO. OF TRK WORK	NO. OF TRK HPR	INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T	ABANDONED AFT-T	ANSWERED BEF-T	ANSWERED AFT-T	ALL TRK BUSY PEG	ALL TRK BUSY TOTAL	ALL TRK BUSY LONG
DID-721	1	0	2654	0	0	2	0	85	10	3	10	6
TIE-728	1	2	123	2	2	0	2	219	10	2	8	5
2	1	2	2777	2	2	2	2	304	20	5	0	0
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10	.....				1	3	3
TIE-733	20	0	30	2	28	.....				0	0	0
2	36	0	90	6	38	.....	.....	.....		1	0	0

REPT 4

POS ID	CALLS ANSWD	TOTAL DCP	TOTAL HDCP	TOTAL PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	# XFER ACD	BUSY TIME	MANNED TIME	Q/AGT ID
ACD DN 8901														
32	7	4	13	16	73	0	0	0	0	1234	34	138	646	4545
ACD DN 8902														
20	4	27	24	0	134	0	0	0	0	32	198	110	646	2222
ACD DN 89 03														
45	1	2	29	398	246	0	0	0	0	12	16	400	646	1313
3	12	11	66	42	107	0	0	0	0	1278	248	11	32	

Table 30
Format of a typical periodic report (X11 Release 17) (Part 1 of 2)

ACD 001 1899 02 01

REPT 1

ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	# XFER IDN	# XFER ACD	AVG TIME POSN BUSY	AVG TIME POSN MANNED
8900	2	11	14	47	171	218	37	4	16	1	1	1252	1455
8900	1	12	3	42	17	59	89	1	11	0	1	726	1800
6788	1	3	20	29	0	29	436	0	****	0	0	86	1394
8989	0	0	****	****	****	****	****	0	****	0	0	*****	*****
4		26	11	43	80	123	107	5	15	1	2	829	1526

REPT 2

ACD DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT.	ANSWERED LONGEST TIME	ABANDONED NO.	ABANDONED AVG. WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW
8900	17	0		48	3	26	64	0	3	5	3B
8900	14	4		9	1	14	100	3	0	0	2I
6788	3	0		30	0	****	33	0	0	1	0
8989	0	0		0	0	****	0	0	0	0	0
4	34	4		48	4	23	76	3	3	6	2I 3B

CDN	CALLS ACCPTED	CALLS ANSWERED NO	CALLS ANSWERED ASA	CALLS ANSWERED LONG WT	ABANDONED NO	ABANDONED AVG T	TSF	ROUTE TO	DISC	BUSY	DFLT DN
6800	7	0	****	0	0	*****	0	0	0	0	7
6801	15	6	27	30	2	10	25	7	0	0	0
6802	3	0	****	0	0	****	0	0	0	3	0
3	25	6	27	30	2	10	25	7	0	3	7

REPT 3

ROUTE CODE	NO - OF - TRK WORK	NO - OF - TRK HPR	INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T	ABANDONED AFT-T	ANSWERED BEF-T	ANSWERED AFT-T	ALL TRK BUSY PEG	ALL TRK BUSY TOTAL	ALL TRK BUSY LONG
TIE-721	240	0	448	472	0	8	7	325	23	0	0	0
CO-711	48	0	1051	1244	0	9	0	959	17	0	0	0
2	288	0	1499	1716	0	17	7	1284	40	0	0	0
INTERFLOW ROUTES												
TIE-720	119	0	441	472	213	.....		.....		6	202	68
1	119	0	441	472	213	.....		.....		6	3	1

Table 30
Format of a typical periodic report (X11 Release 17) (Part 2 of 2)

RAN ROUTES													
RAN-789		3	...	22	2	.....	.....	.....	.....	.....	...	.....	.....
RAN-792		2	...	1	0	.....	.....	.....	.....	.....	...	.....	.....
2		5	...	23	2	.....	.....	.....	.....	.....	...	.....	.....
REPT 4													
POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	# XFER IDN	# XFER ACD	BUSY TIME	MANNED TIME	AGTID Q / P
ACD DN 8900													
4330 01	7	57	162	30	2	54	0	0	0	0	1588	1800	9999
6805 01	4	3-	198	49	2	34	-	9	1	1	916	1110	7777
ACD DM 9900													
4335 04	12	42	17	89	1	14	0	8	0	1	726	1800	8888
ACD DN 6788													
6810 01	3	29	0	436	0	0	0	0	0	0	86	1294	6666
ACD DN 8989													
4	26	43	80	107	5	2	0	0	1	2	55	102	

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Meridian 1

Automatic Call Distribution

Management commands and reports

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